

APPLICATION DEVELOPMENT GROUP SUPPORT SERVICES (ADGSS)

Request for Proposal

RFP Number: ED-FSA-16-R-4567

Federal Student Aid
An Office of the
U.S. Department of Education
830 First St. NE.
Washington D.C. 20202

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SECTION A – STANDARD FORM 33

SOLICITATION, OFFER AND AWARD		1. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)		RATING	PAGE OF PAGES 1
2. CONTRACT NUMBER	3. SOLICITATION NUMBER ED-FSA-16-R-4567	4. TYPE OF SOLICITATION SEALED BID (IFB) <input type="checkbox"/> NEGOTIATED (RFP) <input checked="" type="checkbox"/>		5. DATE ISSUED 08/26/16	6. REQUISITION/PURCHASE NO. TBD
7. ISSUED BY United States Department of Education Federal Student Aid Business Support Group 830 First St. NE, Suite 91F3 Washington, D.C. 20202		8. ADDRESS OFFER TO (If other than Item 7) CODE			
NOTE: In sealed bid solicitations "offer" and "offeror" mean "bid" and "bidder"					

SOLICITATION

9. Sealed offers in original and number of copies requested in Section L.10 for furnishing the supplies or services in the Schedule will be received at the place specified in Item 8 or if handcarried, in the depository located in Section L.5.2 until 2:00 PM Washington, DC local time September 07, 2016.

CAUTION — LATE Submissions, Modifications, and Withdrawals: See Section L, Provision No. 52.214-7 or 52.215-1. All offers are subject to all terms and conditions contained in this solicitation.

10. FOR INFORMATION CALL:	A. NAME Alan Cornwall	B. TELEPHONE (NO COLLECT CALLS) AREA CODE 202 NUMBER 377-4642	C. E-MAIL ADDRESS FSAEAT@ed.gov
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11. TABLE OF CONTENTS

(✓)	SEC	DESCRIPTION	PAGE(S)	(✓)	SEC.	DESCRIPTION	PAGE(S)
PART I - THE SCHEDULE				PART II - CONTRACT CLAUSES			
X	A	SOLICITATION/CONTRACT FORM	1	X	I	CONTRACT CLAUSES	61
X	B	SUPPLIES OR SERVICES AND PRICE/COST	2	PART III - LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACH.			
X	C	DESCRIPTION/SPECS./WORK STATEMENT	10	X	J	LIST OF ATTACHMENTS	83
X	D	PACKAGING AND MARKING	13	PART IV - REPRESENTATIONS AND INSTRUCTIONS			
X	E	INSPECTION AND ACCEPTANCE	14	X	K	REPRESENTATIONS, CERTIFICATIONS	84
X	F	DELIVERIES OR PERFORMANCE	17			AND OTHER STATEMENTS OF OFFERORS	
X	G	CONTRACT ADMINISTRATION DATA	24	X	L	INSTRS., CONDS., AND NOTICES TO OFFERORS	89
X	H	SPECIAL CONTRACT REQUIREMENTS	39	X	M	EVALUATION FACTORS FOR AWARD	105

OFFER (Must be fully completed by offeror)

NOTE: Item 12 does not apply if the solicitation includes the provisions at 52.214-16, Minimum Bid Acceptance Period.

12. In compliance with the above, the undersigned agrees, if this offer is accepted within 120 calendar days from the date for receipt of offers specified above, to furnish any or all items upon which prices are offered at the price set opposite each item, delivered at the designated point(s), within the time specified in the schedule.

13. DISCOUNT FOR PROMPT PAYMENT	10 CALENDAR DAYS %	20 CALENDAR DAYS %	30 CALENDAR DAYS Net 30% %	CALENDAR DAYS %
14. ACKNOWLEDGMENT OF AMENDMENTS (The offeror acknowledges receipt of amendments SOLICITATION for offerors and related documents numbered and dated):	AMENDMENT NO.	DATE	AMENDMENT NO.	DATE
15A. NAME AND ADDRESS OF OFFEROR	CODE	FACILITY	16. NAME AND TITLE OF PERSON AUTHORIZED TO SIGN OFFER (Type or print)	
15B. TELEPHONE NUMBER AREA CODE NUMBER EXT.	15C. CHECK IF REMITTANCE <input type="checkbox"/> ADDRESS IS DIFFERENT FROM ABOVE - ENTER SUCH ADDRESS IN SCHEDULE.		17. SIGNATURE	18. OFFER DATE

AWARD (To be completed by Government)

19. ACCEPTED AS TO ITEMS NUMBERED	20. AMOUNT	21. ACCOUNTING AND APPROPRIATION
22. AUTHORITY FOR USING OTHER THAN FULL AND OPEN COMPETITION: <input type="checkbox"/> 10 U.S.C. 2304(c) () <input type="checkbox"/> 41 U.S.C. 253(c) ()		23. SUBMIT INVOICES TO ADDRESS SHOWN IN (4 copies unless otherwise specified)
24. ADMINISTERED BY (If other than Item 7)		25. PAYMENT WILL BE MADE BY
26. NAME OF CONTRACTING OFFICER (Type or print) Monifa Coleman		27. UNITED STATES OF AMERICA (Signature of Contracting Officer)
		28. AWARD DATE

IMPORTANT -- Award will be made on this Form, or on Standard Form 26, or by other authorized official written notice.

AUTHORIZED FOR LOCAL REPRODUCTION

STANDARD FORM 33 (Rev. 9-97)

SF-33 Continuation Page

This requirement is for multiple awards under an Indefinite Delivery Indefinite Quantity (IDIQ) and Task Order. All associated Task Orders issued against the Basic IDIQ shall be Firm Fixed Price, Labor Hour, or Time and Material. The ordering period shall be for five (5) consecutive years.

SECTION B - SUPPLIES OR SERVICES AND PRICES/COSTS

B.1 General

Federal Student Aid (FSA), a principal office of the U.S. Department of Education, plays a central and essential role in postsecondary education as the largest provider of student financial aid in the country. FSA ensures that all eligible individuals may benefit from federally funded or federally guaranteed financial assistance for education beyond high school. FSA consistently champions the promise of postsecondary education and training to all Americans—and its value to our society. The Department of Education has the responsibility of ensuring that each postsecondary educational institution seeking or participating in the FSA Title IV programs, under the Higher Education Act (HEA) as amended, comply with the laws, regulations and policies to gain or maintain participation in those programs.

B.2 Objective

The Application Development Group (ADG) envisions supporting the enterprise-wide Business Architecture that fosters systematic component / solution reuse; maintain and promulgate value-added requirements documentation standards, and effective requirements management and traceability practices; foster the consistent and effective application of project-level change control processes for IT projects the Technology Office and ADG are involved in. Promoting and maintaining a mature Capability Maturity Model Integration organizational maturity level 2 or 3 is our standard, we encourage positive and productive relationships between Contractors, the customer, and entities within the Technology Office. ADG promotes and maintains strategic and technology alignment; support business process management, building the integration framework and reusable operational processes.

B.3 Supplies or Services

FSA's Application Development Group support services (ADG) is intended to be Multiple Award, Indefinite-Delivery, Indefinite-Quantity (IDIQ) contracts. This contract shall be 100% set aside for either HubZone or Service Disabled Veteran Owned Small Businesses to support services as broadly described in Section C, *Statement of Work*. The Contractor shall provide, in accordance with issued individual Task Orders (TOs): program management, business analysis, software application development, Operation and Maintenance (OM) support and enterprise testing support services on an IDIQ basis.

The Government does not guarantee a minimum or maximum quantity. The maximum cumulative dollar value of orders placed under this agreement shall not exceed the ceiling amount of **\$53,000,000.00** over the life of this contract.

The minimum guaranteed award amount for this IDIQ contract is **\$1,000.00** per Contractor.

The Government is not obligated to order any specific minimum or maximum number of services from any one labor category or combination of labor categories during the life of this contract.

B.4 Base and Option Periods

TOs may be issued at any time during the five year ordering period. The performance periods will be specified under individual TOs which may include options and extend up to twelve (12) months beyond the expiration date of the basic IDIQ contract.

B.5 Indefinite-Delivery/Indefinite-Quantity (IDIQ)

Described in Section G, Contract Administration Data.

B.6 Contract Pricing

All TOs issued on FFP, LH or T&M basis will be subject to the pricing set forth in Section J – *List of Attachments*, Attachment A Pricing Schedule. The labor rates in this attachment reflect fully-burdened hourly rates for each labor category and will apply to all direct labor hours. The fully-burdened labor rates include all direct labor and indirect costs applicable to that direct labor (such as fringe benefits, overhead, G&A), and profit. These fixed hourly rates are ceiling rates and will apply to the Contractors. The Contractors may elect to propose lower hourly rates on a task-by-task basis.

(End of Section B)

SECTION C – STATEMENT OF WORK

C.1 Background

Federal Student Aid (<http://www.fsa.ed.gov/>), a principal office of the U.S. Department of Education (<http://www.ed.gov/>), ensures that all eligible individuals can benefit from federally funded or federally guaranteed financial assistance for education beyond high school. Federal Student Aid consistently champions the promise of postsecondary education and training to all Americans – and its value to our society.

Under Federal Student Aid's Technology Office, the Application Development Group (ADG) is responsible for providing a suite of services enabling the business, promoting and/or developing the effective use of technology to achieve Federal Student Aid's (FSA) strategic objectives through sound technology planning and investments, use of integrated technical architecture and standards, effective systems development, and production support.

C.2 Objectives

The ADG envisions supporting the enterprise-wide Business Architecture that fosters systematic component / solution reuse; maintain and promulgate value-added requirements documentation standards, and effective requirements management and traceability practices; foster the consistent and effective application of project-level change control processes for IT projects the Technology Office and ADG are involved in. Promoting and maintaining a mature Capability Maturity Model Integration organizational maturity level 2 or 3 is our standard, we encourage positive and productive relationships between Contractors, the customer, and entities within the Technology Office. ADG promotes and maintains strategic and technology alignment; support business process management, building the integration framework and reusable operational processes.

C.2.1.1 Current and Approved Development Environment Tools and Software:

- A. Reporting Tools: Microstrategy, WebFocus, Crystal Reporting
- B. Databases: Oracle, MySQL, SQLServer;
- C. Microsoft (2010) suite of tools: (Access, Word, Excel, Outlook, PowerPoint, Project, Visio);
- D. Development languages: C, C#, .Net, TCL, Java, HTML, JQuery, JavaScript;
- E. Frameworks: .Net primarily used with SharePoint projects; JEE custom web applications
- F. Technology: UML: Primarily used in requirements and design documentation; XML; XSLT;
- G. Architectural Components:
 - 1) Eclipse: used in java development efforts;
 - 2) Visual Studio – used on .Net and SharePoint system design projects;
 - 3) IBM WebSphere Application Server:
- H. Web services technologies: SOAP, WSDL, and UDDI;
- I. IBM Rational CLM solution:
 - 1) Rational Team Concert (RTC) – Change Management

- 2) Rational Requirements Composer (RRC)
- 3) Rational Quality Manager (RQM)
- 4) Rational Functional Tester (RFT)
- H. Configuration management: ClearQuest, ClearCase, CVS
- I. Firewall and intrusion detection software;
- J. Data management products: ER/Studio for Embarcadero
- M. Other Technology:
 - 1. Hibernate: used in our Java development web-based application design projects;
 - 2. EJB 3.0 - Java technology; JSF 2.0 - Java technology; Richfaces; Primefaces; Seam; Spring - Java technology; Axis 2;
- N. Enterprise Business Collaboration (EBC) Software and Services. Reference Appendix F – EBC Software & Services

C.2.1.2 FSA Compliance Requirements.

- A. Lifecycle Management Methodology (LMM)
<https://studentaid.ed.gov/about/contracting-info/it-standards>
- B. FSA IT Standards: <https://studentaid.ed.gov/about/contracting-info/it-standards>)
- C. Enterprise Test Management Standards:
<https://studentaid.ed.gov/about/contracting-info/it-standards#fsa-testing>
- D. FSA Compliance Requirements – Reference Appendix E

C.3.0 Scope

The scope shall encompass the following advisory and professional services but is not limited to:

C.3.1 Program Management:

- A. Strategy: works with members of the senior management team via the Contract Officer Representative (COR) to align the project outcomes with the overall business goals and objectives.
- B. Resource Allocation: ensure project teams have the resources they need; assist with establishing budgets and allocating technical resources to individual teams; assist with establishing priorities within the overall program and allocating resources in line with those priorities; identify tasks that are common to a number of projects to minimize duplicate work; review the skills available within the project teams and assist with arranging any necessary training to improve performance.
- C. Planning: work with individual project managers to assist with establishing plans and goals for each project; assist with establishing short and long term objectives, recommend assignment of tasks, assist with allocating budgets and agree to timetables for achieving intermediate and overall goals; assist with establishing a formal reporting structure.
- D. Communication: work closely with project managers to track progress and provide updates on any changes in priorities; report to the senior management team (via the COR) on the progress of individual projects and the overall program

- E. Planning and Defining Scope: assist with determining what needs to be done, who is going to do it, and when it needs to be done; assist with defining and clarifying project scope; assist with the development and maintaining the project plan/schedule; assist with defining procedures to support the achievement of the project objectives.
- F. Resource Planning: Organizing and setting up the project team's structure. Assist with identifying the Integrated Project Team roles and responsibilities;
- G. Activity Planning and Sequencing. Assist with developing and carrying out the project plan; assist with setting team direction, assist with assigning work, assist with time estimating,
- H. Managing Risk: Assist with keeping the project on track; Assist with measuring project progress towards meeting project objectives; assist with identify risks and taking corrective actions; project status reporting

C.3.2 Business Analysis:

- A. Business Process Re-engineering: Responsible for conducting analysis of the organization's business strategic needs;
- B. Requirements Definition: Responsible for analyzing the organization's policies and business approaches; assist with modeling the business process; assist with interpreting the business processes and requirements for technical systems. Business Analysts are the primary liaison with the business area in the identification of requirements. The Business Analyst shall provide support throughout the development lifecycle for the testing, planning, and output reviews, post implementation verification and on-going operations and maintenance (O&M) support.
- C. Technical Writing: Assist with the responsibility for providing technical writing in support of application development internally as well as the needs of pre-existing applications, Commercial Off the Shelf (COTS) applications, updating of technical standards and other technical writing needs of the enterprise.

C.3.3 Software Application Development:

- A. Full Software Life Cycle Development. Provide support services for a Software Development Life Cycle (SDLC) process to help produce products that are cost-efficient, effective and of high quality. The SDLC methodology supports the requirements and design, construction, unit testing, release and maintenance (incident response) stages.
- B. Application Integration and Maintenance. Assist with enabling the flow of information between disparate software programs, as well as from external data sources; consolidate data and data collection efforts, eliminate redundancies of having each application collect and store data for its own purposes. Create a single point of access to data for the business users who need it, when they need it. Assist with enabling more effective collaboration between individual people and business units.

C.3.4 Operation & Maintenance:

Provide support services for the ADG Portfolio Web-Based Application written using Java, Serena Business Manager (SBM), windows (.NET, SharePoint) and other software development technology; Reference Appendix A – ADG Application System Portfolio. The Contractor shall:

- A. Assist with the implementation and configuration of software in all supported environments (development, test, stage and production);
- B. Conduct unit and provide system integration testing support services for all system upgrades due to bug fixes, maintenance and enhancements; design; test, deploy and maintain systems supported by the Application Development Group.
- C. Use rapid application prototyping as a methodology for gathering requirements.
- D. Use Agile Scrum development as well as waterfall application development methodologies supported by ADG.
- E. Assist with the assessment of security risk(s) of automated information systems and design, unit and system integration test, and monitor secure solutions to problems found.

C.3.5 Enterprise Testing:

The Contractor shall provide full lifecycle application test services, to include independent testing and/or provide support to testing as needed for applications developed for Federal Student Aid.

The scope of testing includes, but not limited to:

- A. Functional Testing – Comprehensive testing to ensure that the system meets the functional and non-functional agreed-upon requirements.
- B. Intersystem Testing - Testing to assess the interfaces and interactions between a system and external systems.
- C. Data Migration Testing – Testing to verify mapping between legacy and target source databases by system testers with database administrative expertise.
- D. Regression Testing - Testing to assess whether or not software changes to implement new business or technical requirements have negatively impacted unrelated application program or system functions.
- E. Performance/Stress Testing -Testing conducted by FSA’s Enterprise Testing team or by the development Contractor to determine scalability, reliability, responsiveness, stress of an application. The system testing Contractor shall be required to provide assistance to the Enterprise Performance Test (EPT) team providing scripts based on functionality according to collaboration between teams.
- F. Support Section 508 - Testing of software and web sites/applications to ensure compliance with the Section 508 standards typically conducted by the Department of Education accessibility team. The testing Contractor shall provide test scripts and application knowledge.
- G. Acceptance Testing – Testing performed to determine if the business requirements of a system are met. At FSA the testing Contractor shall provide support during the acceptance phase and the support will be detailed at the task order level. The acceptance testing shall include at a minimum:

1. User Exploratory Testing (UET) - Testing performed by end users to get a preview of the application prior to formal user acceptance testing.
 2. User Acceptance Test (UAT) - Testing performed by end users to assess and accept the overall functionality and interoperability of the entire system. System Testers assist in conducting testing activities.
- H. Usability Testing – User-centered evaluation of an application by testing it on users and facilitated, and planned by usability testing subject matter experts.
- I. Post Implementation Verification – Testing directly after applications moved into production conducted by either the business users or system test Contractor support team to ensure the application works as required in the production environment.

C.4.0 Requirements.

C.4.1 Program Management:

Program managers shall have a strong background in project management. Require strong leadership skills to coordinate and motivate project teams; shall be adept at financial management to assist with administering budgets across multiple projects and ensure the program meets its requirements.

Project manager is responsible for ensuring that the Integrated Project Team (IPT) completes the project; collaborates with the IPT to develop the Project Plan or Work Breakdown Schedule (WBS); manages the team's performance of all project tasks; secures acceptance and approval of deliverables from the Business Owner and responsible stakeholders; responsible for communication, including status reporting, risk management, escalation of issues that cannot be resolved within the IPT; ensures the project is delivered on budget, on schedule, and within scope.

C.4.2 Business Analysis:

The ADG shall provide a draft high level requirements document or scope description to the Contractor at the beginning of each development activity specified via a TO. The Contractor shall then create a high-level business requirements need (defined in the Initiative Vision Phase), more detailed functional and non-functional requirements, use cases, non-functional requirements, constraints, assumptions, and special business design considerations during the Definition Phase. The TO may specify that the Contractor shall assist FSA in further refining and documenting requirements in conjunction with end users and other Government and Contractor personnel designated as the Integrated Project Team (IPT) . The Contractor shall be afforded a period of time (to be determined by the Contractor, the IPT and approved by the COR) to review and seek clarification on the functional requirements as established at the project TO start.

The Contractor shall assume the availability of appropriate Government and other Contractor personnel from appropriate subject matter expert workgroups to provide prompt responses and decisions as needed.

After final review and clarification, all parties from the IPT shall agree that the required deliverables have been accepted. The requirements deliverables are expected to be living documents modified as needed as the IPT explores details of the business requirements.

As a result of the iterative and interrelated nature of requirements analysis, a change management process shall be initiated by FSA during project execution once requirements are baselined and at the time of major project enhancement efforts. As subsequent analysis, design and development activities may identify clarifications or changes; these may be submitted by the Contractor or the Government through the designated change management process, Reference Appendix E – Compliance Requirements (Requirements and Configuration Management Traceability)

C.4.3 Business Process Re-engineering:

FSA may require review of current business process models and shall require business process re-engineering. The Contractor shall document the ‘as-is’ current state if not already documented, work with FSA staff to identify opportunities to optimize processes, make recommendation(s) and improve the business process according to the TO requirements. The Contractor shall develop ‘To-Be’ processes that will be used as one of the drivers for developing detailed requirements.

C.4.4 Requirements Definition:

Requirements definition is an iterative and interrelated analysis, design and prototype development phase. Subject to Task Order requirement, a formal change management process will be initiated at the time of the formal agreement to the requirements. Subsequent analysis, design and development activities identified through clarifications or changes shall be submitted by the Contractor or the Government through the designated change management process, which may include use of the on-line tools. For example, IBM Rational CLM solution.

Modifications to requirements artifacts after initial acceptance, whether initiated by FSA or the Contractor, also, are anticipated as requirements or technical knowledge become clearer. Modifications shall be discussed, verbally approved, documented and signed, following FSA configuration management policies and practice. Reference Appendix E – Compliance Requirements (Requirements and Configuration Management Traceability)

C.4.5 Technical Writing

The Government shall issue individual Task Orders specifying the technical writing support needed to modify or develop select artifacts. During the development of some artifacts the Contractor shall work with an IPT and when developing other artifacts the Contractor may be required to include subject matter experts in the area of Requirements Management Standards, Development Standards, and Enterprise Test Management Standards. Individual Task Orders will indicate if Contractor technical SMEs shall be required to support the technical writer.

C.4.6 Software Documentation Requirements:

- A. Release notes – Document shall briefly describe issues fixed and/or new functionality delivered by the software and shall contain sufficient information to allow a site manager to safely install the software. This includes software prerequisites, any atypical hardware or system requirements, and any additional caveats or warnings. Release notes may be abbreviated if installation instructions are delivered in a separate installation or technical manual.
- B. Implementation manual – Prepared in a format defined by ADG, an installation manual shall be required for all applications that require procedures for installation and initial configuration that differ significantly from those of other applications. Installation manuals are not required for software patches, as long as the installation instructions are clearly specified in the release notes. For most applications, installation instructions can be included in the technical manual.
- C. Technical manual – Prepared in a format defined by ADG, a technical manual shall be required for all new software releases. Technical manuals are designed to enable site managers to configure and troubleshoot applications, and are the first line of reference for local technical staff.
- D. Security manual – Prepared in a format defined by ADG, a security manual shall be required for all new software releases. Security manuals describe a variety of security features of the subject software. Security manuals are not distributed to the public but are designed for the internal use of FSA Technology Offices. Release to other entities must be approved by the Information Systems Security Officer and TO Contracting Officer (TO CO).
- E. User manual – In most cases user documentation shall be developed by the functional project team; the Contractor may be expected to contribute text, screen shots, or other content to the user manual.
- F. Help documentation – In general, on-line help documentation shall be derived from text developed for the user manual by the functional project team. The Contractor may be required to contribute text, screen shots, or other content for help documentation. Help files provided by the project team shall be incorporated by the Contractor into software builds.
- G. Training materials – The Contractor may be required to develop training materials designed to assist end users and other site IT staff, in installing, managing and/or troubleshooting applications. The types of training materials shall be specified through specific Task Orders and are likely to include, but not be limited to, text sections of training manuals, illustrative screen captures, interactive online demos, and presentation slides (e.g., PowerPoint).
- H. Transition Documentation - Contractor may be required to create a transition plan to identify the activities and associated challenges for continued support of applications for transition to FSA and other Contractors. The transition plan and other transition documentation shall be defined in each individual Task Order.
- I. Other documentation – certain tasks may require additional documentation, which shall be specified in the individual Task Order.

C.4.7 Software Design

The Contractor shall initiate a draft Software Design Document (SDD) in response to the initial software requirements specification. The SDD shall include clear identification of any dependencies on applications or systems outside the scope of the individual Task Order or not under the control of the Contractor that may affect the development schedule or software performance. The timeframe for production of the draft SDD shall be specified in the individual Task Order. It is anticipated that the Contractor may need to perform coding to test and determine the design approach that most effectively meets the requirement(s).

The FSA IPT shall review the proposed SDD within timeframes specified in the WBS and request clarification or changes as needed, whereupon the SDD will be accepted by both (FSA IPT and the Contractor) parties in writing. Different elements of the design may be agreed to by the Government prior to the entire design being approved and ratified; the COR may notify the Contractor in writing that development of individual elements may precede.

C.4.8 Software Application Development

The development phase shall begin with FSAs approval and acceptance of the SDD. Based on the functional requirements, the Contractor may provide interim builds that include logical functional subsets; the content and timing of interim builds shall be discussed and scheduled jointly by the project team. Reference Appendix E – Compliance Requirements (Lifecycle Management Methodology).

The Contractor shall provide technical resources to analyze, design, develop and test new or enhanced ADG software components as defined by an individual Task Order (TO). All functional requirements for enhancements or new applications will originate with the FSA Business Units subject matter experts or requirements workgroups established by the Federal Student Aid Technology Office.

Functional analysts will be identified by the FSA Technology Office Program Management staff who will then work with the requirements workgroup(s) to obtain requirements details.

The assigned Contractor shall support various activities simultaneously within functional areas such as: performing functional analysis, knowledge management, design, development and testing. These functional areas may include the following tasks, but are not limited to:

1. Collaborate with subject matter expert workgroups representing FSA business unit specialty areas and assigned individual Task Order functional analysts to translate functional requirements into reusable technical design and code; articulate technical issues that may affect the design approach to the functional requirements.
2. Collaborate with the FSA Technology Office Project Manager to prioritize and assist with estimating schedules and costs for designated development projects; produce final baseline WBS and update as agreed by the IPT and approved by the COR.

3. Work with analyst(s) and members of the Integrated Project Team (IPT) to identify any potential changes/enhancements to relevant ADG Application System Portfolio. Reference Appendix A – ADG Application System Portfolio.
4. Design server and interface components; produce design documentation and work with other developers as needed to ensure compatible code reuse from other FSA system components.
5. Code the software applications and provide interim builds as determined jointly by the IPT and approved by the COR;
6. Provide testing of software builds against approved requirements prior to delivery for FSA independent testing and user acceptance testing.

C.4.9 Operation and Maintenance (O&M) Support

The Contractor shall be assigned Operation and Maintenance (O&M) responsibilities for a number of ADG applications. For planning purposes, those applications that are expected to be a part of the Contractor's maintenance scope are listed in Appendix A – ADG Application System Portfolio. However, this listing is not definitive nor all-inclusive and actual assignment of package O&M responsibilities shall be specified within individual Task Orders assigning the Contractor O&M responsibilities in support of the ADG portfolio of applications or namespace shall include one or more of the following elements, but are not limited to:

- a) Application User Support
- b) Technical and Programmer Support
- c) Application Setup, Configuration, and/or Installation
- d) Ancillary Projects
 - 1) Security Patch Upgrades Testing
 - 2) System Password Changes Testing
 - 3) Infrastructure Upgrades Testing
 - 4) Software Evergreen Activities

C.4.10 Application User Support

User support for a software application is assigned on a package-by-package basis. In some cases this support is provided by FSA ADG Program Management staff. User support consists of assisting users with the application. These will chiefly be requests for support from local application coordinators or site managers who have exceeded their support skills and have contacted the ADG O&M Help Desk. All user support calls shall originate from and be logged by the ADG O&M Help Desk using the Serena Service Manager (SSM) Request Center tracking tool, where initial reporting and troubleshooting will occur. If the Help Desk is unable to resolve the problem, it shall be referred to the Contractor's user support specialist for further investigation and resolution.

C.4.11 Technical and Programmer Support

Issues that exceed the capability of an application specialist often indicate the presence of a software bug or the need for additional programming. The Contractor shall cooperate with the ADG O&M Help Desk to isolate these issues and identify if a patch is indicated. All issues originating from end users shall first be reported to and logged by the ADG O&M Help Desk before being referred for programmer support. If such calls are received by the Contractor without having gone through the ADG O&M Help Desk, the Contractor who responds to those calls, shall request that the user contact the ADG O&M Help Desk for future support needs, and shall communicate the current call and response to the ADG O&M Help Desk for official documentation. All Problem Reports (PR) shall be documented and be subjected to approval before development, by IPT and/or the Change Control Board (CCB).

The Contractor shall create software patches to address the above issues and/or deliver minor functional enhancements as determined by the federal task lead and approved by the COR. The Contractor shall conduct patch testing and shall provide testing support in all software migration environments according to FSA policies and under the direction of the ADG Program Management Office.

The Contractor shall provide updates for applicable software documentation and help files as needed to keep these documents current with released patches.

Unless otherwise specified in the maintenance Task Order, development of a new application version or development of new or enhanced functions resulting from a Change Request (CR) are excluded from package maintenance, as these necessitate requirements and design specification process typically outlined in a separate Task Order. This, also, includes modification and enhancement requests originating with other applications, in order to meet requirements specified for the other application. Such requests might include creation of new application programmer interfaces (API), modification of an existing API, or other enhancements. These requests are coordinated among the task leads for the applications in question and the ADG Program Management Office.

C.4.12 Application Setup, Configuration, and/or Installation

C.4.12.1 Technical Coordination and Consultation

Occasionally the Contractor shall be called upon to provide consultation for other developers in order to assist them with separate projects. As parts of a dependency with other FSA applications, system requirements for one application often cannot be met without modifications to other systems. Planning, development, and release of application patches and versions require coordination and cooperation among project leads and developers, many of whom are Contractors. The Contractor shall provide this assistance if the request is properly documented through the ADG O&M Help Desk.

C.4.12.2 Ancillary Projects

Discrete activities that require support in planning and integration testing of all ADG system portfolios:

- a) Security Patch upgrades
- b) System Password changes
- c) Infrastructure upgrades
- d) Software evergreen activities

C.5.0 Specific Requirements.

C.5.1 Licenses, Products, and Equipment

Unless otherwise specified herein or in a particular individual Task Order, the Contractor shall be responsible for providing all hardware, software, and software licenses required for its employees to carry out the work of the contract.

If the Government's specifications requires the Contractor to have in its possession particular equipment not normally required for software development (such as a personal identification verification card (PIV), development workstation/laptop, tokens, etc.) in order to complete development and testing, the Government shall supply this equipment to the Contractor. The equipment remains the property of the Government and will be returned to the Government at the conclusion of the development task order.

C.5.2 Schedule and Reporting Requirements.

C.5.2.1 Planning and Scheduling

All work specified under this contract shall be planned and scheduled through the use of Work Breakdown Structure (WBS) documents. In responding to each individual Task Order, the Contractor shall propose a work plan that describes how they intend to carry out the requirements of the order. The plan shall include Contractor's staffing for this work as well as a WBS for the task. The WBS shall be provided as a Microsoft Project document unless otherwise specified by the Government. Proposed work plans and WBS documents must be approved by the COR in consultation with the federal lead for the specific Task Order. Deliverable dates in the approved WBS will be used as a basis for determining Contractor performance. Some Task Orders will be incompletely specified at the time of Task Order acceptance (e.g. pending final software requirements, etc.). The Contractor's work plan shall indicate such unknowns where they exist. The schedule shall be updated periodically to reflect completed and pending work, as well as approved adjustments to the schedule. At any point during the ordering period, the Contractor shall be able to produce a current work plan and WBS for each Task Order and the contract as a whole.

C.5.2.2 Deliverables

All deliverables will be accepted according to the deliverable review guidelines stated in their individual Task Orders. Please note that the required lifecycle update schedule shall

repeat themselves until the Contractor deliverables are accepted. The Contractor may propose additional deliverables. In addition, the Contractor shall update (applicable) deliverables throughout the life of the individual Task Order, as required.

All documentation shall be aligned with the LMM and shall be in the format as stated by the Task Order. The individual Task Order shall provide the templates, and exemplars in LMM standard format. The Contractor may enhance the reports and shall work with the FSA to get approval.

The Government may accept the draft and provide comments for incorporation into the final version.

If the Contractor requires additional guidance to produce an acceptable draft, the Contractor shall arrange a meeting with the FSA TO COR.

All deliverables shall be delivered electronically through the internet approved email service provider to the TO COR and TO IPT members (will be defined at start of individual task orders). Deliverables shall adhere to the industry and Government standards.

Along with each deliverable, the Contractor shall submit a Government Comments Matrix (MS Excel) including row number, deliverable title, section name, paragraph, page number, and any other relevant information; such as figure or table in order to facilitate the Government's review process.

Deliverables, and the timeframe for their delivery, shall be specified in each authorizing Task Order and the corresponding Work Breakdown Structure (WBS) document that shall be produced in response to the individual Task Order. Reference Appendix C: Deliverables

C.5.2.3 Inspection and Acceptance.

All reports and task deliverables shall be inspected, tested (where applicable), reviewed, and accepted by the Government within a period of time, but in no case more than 20 business days. If found unacceptable, the Government shall notify the Contractor in writing or by email of the non-acceptance and provide detail why the deliverable was not accepted. The Contractor shall have 10 business days to discuss, correct, or arrive at an acceptable solution with the Government. Acceptance criteria are as follows:

- a. All documents stated as deliverables are received for review and acceptance.
- b. Deliverable documents are delivered in proper format as specified in the individual Task Order.
- c. Deliverable is submitted on time as identified in the authorizing Task Order.
- d. Satisfy requirements as outlined in the quality control and assurance plans.

Only the TO COR and the TO CO has the authority to inspect, accept, or reject all deliverables. Final acceptance of all deliverables shall be provided in writing, or in electronic format, to the TO COR/TO CO within 30 days from the end of the task order. Reference Appendix D – Performance Measures.

C.6 Key Personnel.

All key personnel must meet the following criteria:

1. Hold or be able to hold a 6C Public Trust security clearance.
2. Qualifications are submitted to Government for review and approval.
3. Be available during normal working hours.
4. Given two hours' notice, be able to meet with designated Government personnel, including the TO Contracting Officer and the Contracting Officer's Technical Representative.

The Government desires that Key Personnel be assigned for the duration of the contract. Key Personnel shall be assigned for a minimum 12-month periods barring circumstances outside the control of the Contractor, e.g. death or disability.

Should any Key Personnel choose to leave for another reason (e.g. higher pay, job dissatisfaction) prior to six months in place, then any costs associated with security investigations for replacement personnel shall be the sole responsibility of the Contractor. Their replacement shall have equal or superior qualifications and be provided within 30 calendar days after their known departure date.

The Contractor shall provide a resource plan that will satisfy the staffing needs of the specific Task Order. Reference Appendix B – Labor Categories.

The Government considers 1920 hours (excludes holidays) to be a full years labor for one individual unless otherwise specified in the individual Task Order.

General Personnel Qualifications are listed below:

Senior Level Requirements

1. Minimum 10 years of work experience in specialty area
2. Certifications in specialty area or experience equivalent to certification
3. Experience with tools as defined in individual Task Orders.
4. Experience in coordinating across multiple teams and organizations to deliver successful products and services

Intermediate Level Requirements

1. Minimum 5 years of work experience in specialty area
2. Certifications in specialty area or experience equivalent to certification
3. Experience with tools as defined in individual Task Orders.
4. Experience in coordinating across multiple teams and organizations to deliver successful products and services

Junior Level Requirements

1. Minimum 3 years of work experience in specialty area
2. Experience with tools as defined in Task Orders.

C.7 Place and Hours of Performance

The work shall be performed primarily at the Contractor's facility. Occasional travel shall be required to FSA's headquarters located at 830 First Street, NE, Washington, DC, 20202, as requested and approved by the COR or in specific Task Orders.

When working at Government facilities, work shall be accomplished during normal duty hours (8 AM - 5 PM) unless otherwise approved by the TO COR.

Tokens shall be provided in order for the Contractor to gain access to the application and the Rational suite of tools. The Contractor shall be provided a link to gain access to Rational.

Contractor personnel shall not report to Government facilities to work nor remain at the work locations any time the Government is unexpectedly required to close their offices. The Contractor shall not be compensated for these Government closures. The Contractor shall be responsible for all notification of their Contractor staff during times of closure.

Appendix A – ADG Application System Portfolio

External Facing - Internet Systems:

System Name	Description	Technology	System Owner
Electronic Cohort Default Rate Appeals (eCDRA)	The Cohort Default Rate Appeals system is a public facing web-based application that facilitates the exchange of information between parties for the challenge/appeal processes.	Java	Business Operations
Experimental Sites (xSites)	The Experimental Sites Initiative is ED/FSA's field-test for changes to specific Title IV statutory/regulatory requirements. Under the experiments, the schools are given exemptions to specific requirements governing student aid delivery in order to demonstrate how these exemptions can help schools streamline procedures/processes, improve student services, and eliminate delays in the delivery of Title IV aid. DoED analyzes the data to evaluate the outcomes of the experiments and their implications	Java	Business Operations

	on how financial aid policy could be streamlined and simplified.		
Quality Assurance Survey Reporting System (aka School Reporting Tool (SRT))	The Quality Assurance (QA) Program allows a participating school to set its own financial aid verification process. The School Reporting Tool (SRT) focuses on developing the capability to capture information from schools that participate in the QA Program	Java	Business Operations

Internal Facing - Intranet Systems:

System Name	Description	Technology	System Owner
Performance Award Tracking System (PATs)	Internal facing web application designed to assist the Human Resources Office in managing the annual performance awards nomination process; managing the SPOT and Special Act Awards Programs, Time Off and Quality Step Increases (QSI). Manage workflow; robust reporting and dashboards for Approving and Recommending officials, in an efficient way of managing the award nomination process.	SBM	Administrative Services
FOIA Integrity Management System (FIMS)	Internal Facing web-based information system designed to track FOIA requests, check for similarity to prior requests, validate request category assigned, monitor the status of the request, and record efforts being executed to complete the fulfillment of the FOIA request.	SBM	Administrative Services
Human Capital Planning & Staffing Solution (HCPSS)	Human Capital Planning & Staffing Solution (HCPSS). Internal facing web application. Release 1.0 focuses on hiring activities including; planning and maintenance of position descriptions; vacancy questions, and Interview questions to support the hiring managers.	SBM	Administrative Services

Lessons Learned DataBase (LLDB)	<p>The Lessons Learned Database (LLDB) is FSA's central repository for lessons learned on system development projects. Information contained in this system is used for organizational process improvement. The LLDB system leverages out of the box SharePoint 2010 capabilities wherever applicable. This allows for rapid development of LLDB functionality and easy maintenance of the system in production. In order to meet the requirements, the LLDB User Interface has been customized using SharePoint Designer and deployed as part of the LLDB solution. Similarly, Visual Studio based custom development was used to implement some use cases where the out of the box solution is either insufficient or provides usability challenges.</p>	SharePoint; .Net	Technology Office
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Appendix B – Labor Categories

Labor Categories		
Service Area	Resource Type	Description
Program Management	Program Manager	Ensure that the work effort achieves the outcome specified in the ADG business and strategic plan. This involves setting and reviewing objectives, coordinating activities across projects, and overseeing the integration and reuse of interim work products and results. Accountable for schedule, budget, and quality of all program elements; Reviews/approves project plans for conformance to program strategy, program plan and schedule; Acts as the communications conduit to CO/COR and ADG management staff; conducts periodic briefings/status updates; Escalates decisions to COR/CO as necessary.
	Project Manager	Responsible for ensuring that the IPT completes the project; collaborates with the IPT to develop the Project Plan or WBS; manage team's performance of all project tasks; secure acceptance and approval of deliverables from the Business Owner and responsible stakeholders; responsible for communication, including status reporting, risk management, escalation of issues that cannot be resolved within the IPT; ensures the project is delivered on budget, on schedule, and within scope.
	Functional Expert	Serve as subject matter expert who analyzes user needs to determine functional requirements. Works with technical analysts to incorporate the functional requirements into new or existing systems. May remain involved through the system design, testing or updating technical standards.
	Subject Matter Expert	Analyzes and develops plans and requirements in the subject matter area for complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for existing technology or new technologies or technical standards.
Business Analyst	Business Analyst /Requirements	Works with the business to elicit and document requirements appropriate to project size and complexity. Knowledge transfer to development and test teams.

	Business Process Re-Engineering Specialist - Senior	Works with business to identify and analyze core business processes and workflows. Shall conduct Business Process Mapping and Business Process Reengineering; facilitating workshops with business subject matter experts; documentation of process and work flows; develop of detailed process maps and business requirements. Collaborates with team and escalates issues to COR/CO as necessary.
	Business Systems Analyst - Senior	Works with the business to elicit and document requirements appropriate to project size and complexity. Knowledge transfer to development and test teams. May be team lead for business analysts. Collaborates with team and escalates issues to COR/CO as necessary.
	Business Systems Analyst- Intermediate	Works with the business to elicit and document requirements appropriate to project size and complexity. Knowledge transfer to development and test teams. Project assignment will be for small to medium project tasks.
	Technical Writer	Resource to create and maintain the software documentation deliverables, standards, user guides and templates
	Documentation Specialist - Senior	Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. Collaborates with team and escalates issues to COR/CO as necessary.
	Documentation Specialist - Intermediate	Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel.
Software Application Development	Software Engineer	The primary duties of this position shall be to develop, create, and modify general computer applications software or specialized utility programs. Analyze user needs (business requirements) and develop software solutions. Design software or customize software with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating with database administration development team.

	Applications Systems Analyst/Programmer	Specialist in analyzing, designing and implementing information systems. System analysts assess the suitability of information systems in terms of their intended outcomes and collaborates with end users, software engineers and programmers in order to achieve these outcomes. The systems analyst uses analysis and design techniques to solve business problems using information technology. The systems analysts may serve as change agents who identify the organizational improvements needed, design systems to implement those changes, and assist in training and motivate business users/owners to use the systems.
	Serena Solution Development Specialist - Senior	Makes solid recommendations based on analysis and provide explanations for operational results for business users. Design/implement workflows within SBM; Routine maintenance and monitoring of SBM system, documentation and testing; in collaboration with the BA shall help to lead users through requirements gathering, definition, and documenting the requirements; Support the IPT in the requirements gathering and documentation, analysis, design, development, testing, demonstrating and deploying Serena Business Management (SBM) workflows to meet user's requirements; Update SBM application software components; Oversight SBM activities include: Workflow Design including Sub tasking/Post Items, Application Scripting, Relational/Sub-relational fields, Auxiliary tables (Interactive and externally managed), Security/groups and roles design. Notifications including: Rules, Escalations, Email Recorder Features, Custom Forms Design including: JavaScript/jQuery, Form Actions, Embedded Objects/Reports, Reporting to include Extensive Report Design (within user environment), Dashboards, Calendar Reports, Multi-table reports, Embedded Structured Query Language (SQL) inside report parameters, Work Center, Feature Design, Troubleshooting; Use of Orchestrations and web services with an understanding of Application Program Interfaces (API), Data Importing; Routine monitoring of SBM logs; Troubleshoot complex problems that come from end users that require research and new solutions; Define and implement application level architecture design
	Serena Solution Development Specialist - Intermediate	
	Configuration Mgmt.	Manages configuration of artifacts and code to ensure integrity; tracks and controls changes in the software,

		tracks software revision and the establishment of baselines.
	Information Security Analyst	Coordinates with management, programmers, risk assessment staff, auditors, facilities, and other security departments to identify and plan for security in all aspects of data, applications, hardware, telecommunications, and computer installations.
	Information Systems Training Specialist	Coordinates development and implementation of specialized training aimed at communicating software/system functions and features to improving individual and organizational performance while using the system. Works closely with the Business Analyst/Technical Writers to ensure training material aligns with the training program. Works closely with the O&M staff to conducts needs assessments, designs, develops, tests, delivers and evaluates system training programs depending on the justified need based on their analysis.
	Database Administrator	Performs tasks which ensure that accurate and valid data are used, based on system requirements/design. Creates the information systems database, maintains the database's security and develops plans for disaster recovery. The data administrator may be called upon to create queries and reports for a variety of user requests. The data administrator's responsibilities include maintaining the database's data dictionary. The data dictionary provides a description of each field in the database, the field characteristics and what data is maintained with the field.
Operation & Maintenance	Project Manager	Manages the project, coordinating all activities, scope, schedule and cost; develops, documents, and executes plans and procedures for conducting activities and tasks of the Operations and Maintenance Phase. To provide for an avenue of problem reporting and customer satisfaction, the Project Manager should create and discuss communications instructions with the Business Product's customers. Project Managers should keep Help Desk personnel informed of all changes to the Business Product, especially those requiring new instructions to users

	Release/Deployment Manager	The Release/Deployment Manager is responsible for the planning, designing, build, configuration and testing of all software and hardware to create the release package for the delivery of, or changes to, the designated service. Manage all aspects of the end to end release process; „ Update service knowledge management system (SSM); „ Ensures coordination of build and test environments; „Ensures teams follow the organization's established policies and procedures; „ Provides management reports on release progress; Deals with release package build and configuration; „ Deals with release package acceptance including business sign off; „Deals with service roll out planning including method of deployment; „ Deals with release package testing to predefined acceptance criteria; „Deals with communication, preparation and training; „ Audits hardware and software before and after the implementation of release package changes.
	Help Desk	Tier 1 – 3 Help Desk support for the application(s); provide the day-to-day users help for the Business Product. Help desk personnel should be kept informed of all changes or modifications to the systems. Help Desk personnel are contacted by the users when questions or problems occur with the daily operations of the ADG Portfolio systems. Help Desk personnel need to maintain a level of proficiency with the ADG Portfolio systems.
	Programmer/Program Analyst	Interprets user requirements, designs and writes the code for specialized programs. User changes, improvements, enhancements may be discussed in Joint Application Design sessions with the IPT. Analyzes programs for errors, debugs the program and tests program design.
	System Performance Manager/Capacity Planning	Confirm service level objectives are being met and that performance measurements and system logs are being maintained. Determine that modifications needed to resolve errors or performance problems are made in accord with change control procedures. Ensure that annual Operational Analysis is performed to evaluate system performance and user satisfaction to verify that risk and performance goals are under control.
	Disaster Recovery Specialist	Ensure that data protection plans are up-to-date, comprehensive and appropriately installed; work with the disaster recovery teams to document disaster recovery infrastructure and provide written instruction of the recovery plan. During disaster recovery plan testing, engineers identify gaps, provide support to specialists and troubleshoot disaster recovery plans. They provide support around the clock in case of a system malfunction.

Enterprise Testing	Test Manager	Manages the test project, coordinating all activities, scope, schedule and cost for various test phases and lifecycles including Agile. Analyze and recommend test cycle, create test plans, and detailed test objectives. Applies complex test methodologies and compensate for project limitations and restrictions; independently assess system performance against stated requirements. Applies test discipline to design a thorough and executable test project. Leads analysis efforts to dissect defects, output data, interface with the client, and provide clear results and recommendations. Collaborates with team and escalates issues to COR/CO as necessary.
	Test Lead	Leads test project or subset of test project. Designs and executes software tests and evaluate results to ensure compliance with applicable requirements for all test phases and varying lifecycles including Agile. Prepares test scripts and all required test documentation and data. Supports test manager for complex test programs. Writes test plans (to include objectives, methodologies, instrumentation requirements, analysis, etc.) and test procedure documents. Conducts analysis of defects, output data, and provides results and recommendations. Independently assess system performance against stated requirements. Reviews test results and evaluates for conformance to design.
	Testing Technician - Senior	Tests systems, writing and executing test scripts against stated requirements. Understands the test cycle, test plans, and detailed test results reporting. Conduct supervised analysis efforts to dissect output data, provide test results. Ability to conduct and create test for specialty areas such as data migration and test automation.
	Testing Technician - Intermediate	Tests systems, writing and executing test scripts against stated requirements. Understands the test cycle, test plans, and detailed test results reporting. Conduct supervised analysis efforts to dissect output data, provide test results.
	Quality Assurance Analyst - Senior	Conducts Quality Assurance activities to ensure delivery of quality products and services. Establishes and maintains a process for evaluation. Conducts formal and informal reviews at pre-determined points throughout the development life cycle. Provides daily supervision and direction to support staff.
	Quality Assurance Analyst -Intermediate	Conducts Quality Assurance activities to ensure delivery of quality products and services. Conducts formal and informal reviews at pre-determined points throughout the development life cycle.

Appendix C – Deliverables

Scope of Work		Entity Responsible	Deliverable	Schedule
Program Management				
		Contractor Program Manager	Program Management Plan	30 days after Program award
			Program Management Updates	Semi - Annual
			Project Management Plan	10 days after Task Order award
			Project Plan Updates	daily
			SharePoint Project Repository	30 days after Program Award
			Project Status Reports	Monthly
			Business Continuity Plan – V1: Development	30 days after Program Award
Business Analysis				
	Business Process Re-engineering	Business Analyst	Business Process Re-engineering Plan	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			BPR As – Is Current State	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			BPR To – Be Future State Processes	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			BPR Results Report	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
				Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
	IT/Technical Business Analysis		Initiative Vision Document	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Requirements Management Plan	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Functional Requirements Document	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Technical Requirements Document	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.

			Requirements Traceability Matrix	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			User Interface Specifications	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Change Prioritization Matrix	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Organizational Change Management Plan	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			As-Is /To-Be - Business Process Model	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Progressive Elaboration/Elaborative Document	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Requirements Review Briefing	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
	Technical Writing		Release Notes	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Implementation Manual	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Technical Manual	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Security Manual	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Technical User Manual	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Help Documentation	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Training Plan	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Transition Management Plan	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.

Software Application Development				
		Software Engineer	System Code	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
	Software Design	Application Systems Analyst	Preliminary Design Document	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Detailed Design Document	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Implementation Plan	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			System Architecture and Design Documents (can be part of the DDD)	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			a) Interface Detail Design (IDD) and Integration Specification document	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			b) Interface Control Document (ICD)	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Engineering Design Review – Technical Stage Gate 1A and 1B Process	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Network Upgrade Requirement	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Data Conversion Strategy	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
	Software Development	Programmer/Program Analyst	Solution Source Code and Deployable Artifacts	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Software Development Methodology	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Release Version Description Document	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Development Test Results (unit testing)	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Developer Release Notes	Based on Task Order work breakdown schedule (WBS)

				& deliverable Requirements.
			Standard Operating Procedures	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Detailed System Design - updates	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Implementation Plan – updates	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
		Information Security Analyst	Security Policies and Procedures	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			System Security Plan - draft	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			System Security Plan – updates	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
	Data Conversion	Database Architect	Data Conversion Plan	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Conversion Test Results	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
Operation and Maintenance				
	Application User Support	Project Manager	Quality Management Plan	30 days after Task Order award
			Resource Staffing Requirements Capability Report	10 days after Task Order award
			Bi-weekly Status Report for Operations	Biweekly
			Quarterly Status Report for Operations	Quarterly
			Annual Status Report for Operations	Annual
		Release Manager	Release Plan	Quarterly
			Standard Operation Procedures per system- updates	based on release schedule
		Configuration Management Analyst	Configuration Management Plan/Change Management Plan	based on release schedule

	Technical and Program Support	Help Desk	Concept of Operations	30 days after Task Order award
			Operations and Maintenance Plan	30 days after Task Order award
			Capacity planning	Monthly
	Application Setup, Configuration, and/or Installation Support	programmer/program analyst	Implementation Verification Test Plan,	based on release schedule
			Deployment Guide per system - updates	based on release schedule
			System Code - updates	based on release schedule
			Unit Test results	based on release schedule
	Ancillary Project Support	help desk tier 3	Quarterly Maintenance Schedule	Quarterly
			Testing Status; Remediation Plan; Monthly Status	based on maintenance schedule
Enterprise Testing				
	System , User, Performance, Usability, 508, Post Implementation Verification	Test Manager/Test Lead	Project Management Plan	10 days after Task Order award
			Quality Management Plan	10 days after Task Order award
			Project Schedule	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Transition Management Plan	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Lessons Learned	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Weekly Status Report	Based on weekday set by the

				Task Order
			Production Readiness Data	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Monthly Status Report	First work day of the month
	System Testing	Test Manager/Test Lead		
			Master Test Plan	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			System Test Plan	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			System Test Suites	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Data Migration Plan	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Intersystem Test Plan	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Requirements Traceability Matrix	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Defect Management Report	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Test Summary Report	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Defect Metrics Report	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Regression Test Suites	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
	User Acceptance Testing	Test Manager/Test Lead		
			User Acceptance Test Plan	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			User Test Suites/Cases (includes user exploratory and user acceptance based on task orders)	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.

			Requirements Traceability Matrix	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Defect Management Reports	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Test Summary Report	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Defect Metrics Report	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Regression Test Suites	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
	Usability Testing	Test Manager/Test Lead		
			Usability Test Plan	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Usability Test Scripts	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Usability Assessment Results	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Usability Assessment Recommendations	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
	Performance/Stress Testing	Test Manager/Test Lead		
			Performance Test Plan	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Test Scripts	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Performance Testing Test Report	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Corrective Action Recommendations	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
	508 Compliance Testing	Test Manager/Test Lead		

			Test Scripts	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			508 Compliance Defect Report	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
	Post Implementation Verification	Test Manager/Test Lead		
			Test Scripts	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Post Implementation Verification Test Plan	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.
			Defect Report	Based on Task Order work breakdown schedule (WBS) & deliverable Requirements.

Appendix D – Performance Measures

Service Area	Scope of Work	Performance Measures
Program Management		
	Program/Project Manager	Schedule/effort vs. cost; productivity vs. resource utilization; change request to scope of work; quality & customer satisfaction;
Business Analyst	Business Process Re-engineering	Consistently deliver agreed Deliverables such as User Stories, Business Requirements documents, Business Analysis Plans or Approaches, As-Is / To-Be business process model(s), (<u>Reference Appendix C - Deliverables</u>) These artifacts shall be in line with FSA LMM standards.
	Requirements Definition	% of rework attributable to requirements. % of projects with prioritized requirements. % of approved requirements not implemented; Acceptable number of missing requirements.
	IT/Technical business analysis	Developer Requirements Satisfaction Index- Developers surveyed indicates their satisfaction with requirements. Were the Requirements: Feasible, Clear, Accurate, Complete & Testable. Project Stakeholders Satisfaction Index: Did the requirements address the business needs; Were stakeholders adequately involved in the requirements process.
	Technical Writer	508 compliance requirements met for documentation. Percentage errors found in new or substantially revised content.

Software Application Development		Ability to follow industry standard SDLC (waterfall/Agile); Development methodology shall be determined at the Task Order level. Ability to improve productivity; ability to improve outcome; ability to control risk; minimal defect injection rate; ability to follow CMMI level 2 or 3 performance measures.
Operation & Maintenance	Application User Support	The contractor shall provide 100% planning, development, and scheduled and unscheduled release management support of application patches of system portfolio.
	Technical and Programmer Support	The Contractor shall provide 100% tier 1, 2 & 3 helpdesk support.
	Application Setup, Configuration, and/or Installation	all release(s) the contractor shall provide setup, configuration and/or installation, detail implementation support to the network support teams. Implementation guides should be reviewed and tested. Minimal implementation changes due to implementation document defects.
	Ancillary Projects	The contractor shall provide 100% planning, testing support for all ADG system portfolio related to security patches, password changes, Infrastructure upgrades & Software evergreen activities.
Enterprise Testing		% of defects found in system test versus user acceptance testing. % of tester error defects versus development and requirements defects. Test cases for user acceptance testing may be clear with appropriate steps for novice testers. The contractor shall follow FSA's Enterprise Test Management Standards and

		deliverables shall be provided to FSA based on task order project schedules.
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Appendix E – FSA Compliance Requirements.

This section lists constraints and special award requirements under which the Contractor shall operate under.

1. Contractor Compliance with Federal and FSA Target State Vision

The Contractor shall ensure the solution is defined, designed, developed, and maintained in a manner so that it aligns with the FSA Target State Vision. The Target State Vision represents the target business, performance, applications/services, technology/ infrastructure, data, and security architecture required to perform and support the FSA mission. All procurements regardless of location, hosting/managing organization, and technology platform must demonstrate alignment to and support achievement of the FSA Target State Vision. Refer to the FSA Target State Vision (link will be provided upon award) for more information:
<https://fsa.share.ed.gov/teams/to/tsv/SitePages/Home.aspx>

2. Contractor Compliance with FSA Technology Standards and Products

The Contractor shall ensure the solution is defined, designed, developed, and maintained in a manner so that it aligns with the FSA Technology Standards and Products Guide. The FSA Technology Standards and Products Guide documents FSA’s enterprise technology standards and products that should be used to build all FSA solutions. Existing software standards should be leveraged whenever possible in order to prevent duplication, redundancy, and incompatibility, as well as to lower costs and reduce technical complexity. If business or technical requirements requires functionality or capabilities that do not exist or are redundant with an existing standard, the Contractor shall seek approval for adoption of a new standard and/or request an exception from the FSA Engineering Review Board (ERB). Refer to the FSA Technology Standards and Products Guide for additional information:
http://studentaid.ed.gov/sites/default/files/Technology_Standards_and_Products_Guide.pdf

3. Contractor Compliance with FSA Technology Architectural Models and Best Practices

The Contractor shall ensure the solution complies with FSA’s standards and best practices for application and technical architecture as defined in the FSA Architectural Models and Architecture Overview, Batch Processing Architecture Model, Detailed Design Document

Template and Exemplar, Preliminary Design Document Template and Exemplar, User Interface Specifications Document Template and Exemplar, EITA Best Practices, EITA Overview for Contracts and Applications, Enterprise IT Architecture (EITA) Overview, Integrated Technical Architecture (ITA) Best Practices and Standards, Enterprise Service Bus (ESB) Overview, Enterprise Service Bus (ESB) Architecture Model, Enterprise Service Bus (ESB) Enablement Guide, J2EE Application Architecture Model, .Net Application Architecture Model, Security Architecture Model, Document Management Model, Service Oriented Architecture Vision Document, Technical Skills Guide, and Technical Quality Control Framework. Refer to the Technology Office Standards Library (link will be provided upon award) for more information: <https://fsa.share.ed.gov/TOSL/SitePages/Home.aspx>

4. Data Center Operations Collaboration and Support

For software application(s) that are hosted in the VDC or in another facility that connects with the VDC through government provided networks or telecommunication services, coordination is required when adding/changing/modifying that application as defined in the Technology Office's Infrastructure Operations Group Concept of Operations. The contractor is required to coordinate all changes to approaches and processes used to implement changes to Federal Student Aid IT operations and services hosted at the Virtual Data Center.

5. Contractor Support of FSA Technology Refreshment and Evergreening

FSA requires regularly scheduled and periodic upgrades of the underlying infrastructure, support software, and enabling frameworks to (at minimum) N-1 versions (where N is the latest version and N-1 is the second latest version) as part of its standard technology refreshment program (Evergreening).

Evergreening of SaaS, PaaS, and/or IaaS Solutions: The Contractor performing integration services for FSA in connection with FISMA-approved cloud computing services (SaaS, PaaS, IaaS) shall ensure the infrastructure, support software, and enabling components and frameworks are maintained to (at minimum) N-1 versions as part of a standard technology refreshment program (Evergreening).

Evergreening of Infrastructure and COTS Software: The Contractor shall support Evergreening activities, including infrastructure and software upgrades and patches led by FSA's infrastructure and middleware vendors. The Contractor shall regularly support planning and scheduling, impact analysis, changes to the application, and testing, as needed.

Evergreening of Applications and Enabling Components and Frameworks: The vendor is responsible for maintaining the application code and its underlying frameworks at the N-1 version to ensure that functionality and application design are optimized, maintenance is cost efficient, and the enabling technology remains under support by third party vendors (e.g. IBM, Oracle, or Microsoft).

Refer to the Technology Office Infrastructure Operations Group Concept of Operations, FSA Technology Standards and Products Guide, EITA Current State, and EITA Evergreening Plan documentation for additional information (link will be provided upon award):

<https://fsa.share.ed.gov/TOSL/SitePages/Home.aspx>

6. Access Management Requirement

The contractor shall comply with the controls for access management contained in the current versions and revisions of: National Institute of Standards and Technology (NIST), SP-800-53, Recommended Security Controls for Federal Information Systems and Organizations; and NIST-SP-800-53A, Guide for Assessing the Security Controls in Federal Information Systems and Organizations, Building Effective Security Assessment Plans (link will be provided upon award).

<https://fsa.share.ed.gov/TOSL/SitePages/Home.aspx>

Applicable ED Acquisition Regulations (EDAR) local clause: EDAR 3452.239.72: Department Security Requirements (Mar 2011)

Applicable FSA local clause: FSA 45-1 Special Contract Requirement for Government Furnished Property – Two Factor Authentication Tokens (TFA) (Jun 2015)

7. Access Control and Authentication Requirement

The contractor shall comply with FSA access control and authentication policy and practice, and shall meet the Level 4 authentication requirement cited in NIST 800-63-2 and subsequent editions, and OMB Memorandum M-04-04. If contractor proposes use of its corporate tokens to meet FSA's requirements, contractor shall demonstrate to FSA that without exception it can achieve Level 4 authentication and meet all FSA requirements.

8. Use of PIV and PIV-I Cards for Access to FSA Information Resources

All privileged users who work on systems that require PIV access and that reside within the Federal Student Aid (FSA) Virtual Data Center (VDC), shall utilize Personal Identity Verification (PIV) cards issued by the Department of Education.

All privileged users who work on systems that require PIV access and that reside outside the FSA VDC, shall utilize the PIV-I cards their organization secures to meet these requirements. Privileged users who access systems that are both within the FSA VDC and outside the VDC shall utilize the Department-issued PIV cards.

A privileged user is generally defined as anyone whose duties include access to program code, application testing and configuration, and personally identifiable information of people other than themselves. Typical position titles are information resources administrators and assurance managers. For actionable definitions, see the publication Definition of Privileged User in the Request for Proposal of PIV and PIV-I Card Implementation, in the FSA Information Technology Standards Library.

Detailed current requirements, definitions, specifications and instructions to comply with PIV controlled access may be accessed at the FSA Information Technology Standards Library (ITSL) at <https://studentaid.ed.gov/sa/about/contracting-info/it-standards>

9. Contractor Software Usage & ED Network Access

Contractor shall state in its offer or proposal that software name, manufacturer, version, platform, and other relevant technical specifications including pricing of all software deemed necessary to perform required services and produce associated deliverables outlined in the solicitation. It is the sole discretion of FSA as to whether to accept this obligation or not.

Contractor must establish an ED user account and be issued soft token as Government-furnished Equipment (GFE) in order to access ED network through the following website:

- A. Citrix environment can be accessed **remotely** from <https://gotowork.ed.gov/vpn/index.html> and <http://anywhere.ed.gov/>
- B. Citrix environment can be accessed **internally** on the ED network from <http://citrix.ed.gov> using the “ED Standard Desktop” link.

A contractor using a Government Furnished Equipment (GFE) Laptop, the preferred method for remote access is Aventail Virtual Private Network (VPN) connection. Aventail VPN Connection client shall be automatically pushed to each GFE laptop to enable ED users to utilize this service offering. The Aventail VPN Connection client allows users to connect to the ED network from remote locations and provides an access experience very similar to that available to onsite users at ED locations.

Note: To use this feature, you must be using a GFE laptop with the Aventail VPN Connection client installed, and you must be outside of the ED wired network.

FSACitrixWeb is **only** available to FSA staff and ONSITE contractors.

10. Federal Information Security Management Act Requirement

The contractor shall comply with all Federal Statutes, Standards and Guidelines for Security such as: Federal Information Security Act (FISMA) (2002), Computer Security Act (1987), Privacy Act (1974), FIPS Pub 199, FIPS Pub 200, FIPS Pub 140-2, NIST SP 800-34, NIST SP 800-18, NIST SP 800-30, NIST SP 800-37, NIST Pub 800-47, NIST SP 800-50, NIST SP 800-53, NIST SP 800-88, NIST SP 800-137, Office of Management and Budget (OMB) Circular A-130, OMB Circular A-123 and Department of Education and Federal Student Aid policies.

The Contractor shall ensure compliance with the Federal Information Security Management Act (FISMA) by authoring FISMA artifacts and responding to FISMA-related data calls. Specifically, the Contractor shall:

- 1. Provide technical strategy, guidance, and consultative advice, to the VDC and FSA regarding facility security, network security, and operating system security.

2. Support VDC management of Secure Sockets Layer (SSL) certificates and schedule for renewals.
3. Support security testing and evaluation of FSA's applications that are impacted by Contractor's scope and deliverables.
4. Support remediation of security-related issues in FSA's applications that are impacted by Contractor's scope and deliverables.
5. Support handling security incidents related to FSA's applications that are impacted by Contractor's scope and deliverables.
6. Provide quarterly FISMA metrics reporting in accordance with OMB
7. Provide monthly Cyber Security scope reporting

The solution shall comply with the information security and privacy policies that support the Department's mission, goals, and objectives as defined in the Department of Education's Administrative Communications System (ACS) Handbook for Information Assurance Security Policy (OCIO-01) and in supporting policies, standards, and procedures.

11. Risk Management Requirements

The Contractor shall ensure the solution is defined, designed, developed, and maintained in a manner so that it aligns with the FSA Technology Standards and Products Guide. The FSA Technology Standards and Products Guide documents FSA's enterprise technology standards and products that should be used to build all FSA solutions. Existing software standards should be leveraged whenever possible in order to prevent duplication/redundancy/incompatibility, lower costs, and reduce technical complexity. If business or technical requirements requires functionality or capabilities that do not exist or are redundant with an existing standard, the proposer must seek approval for adoption of a new standard or to request an exception from the Architecture Review Board (ARB). Refer to the FSA Technology Standards and Products Guide for additional information (link will be provided upon award):

http://studentaid.ed.gov/sites/default/files/Technology_Standards_and_Products_Guide.pdf
<https://fsa.share.ed.gov/TOSL/SitePages/Home.aspx>

12. Authorization to Operate Requirement

The Contractor shall certify that the delivered solution complies or will comply with the security authorization processes as outlined in National Institute of Standards and Technology Special Publication NIST-SP-800-37 entitled Guide for Applying the Risk Management Framework to Federal Information Systems: A Security Life Cycle Approach, and supporting OCIO policies, standards, and procedures. In accordance with the identified risk rating, the solution shall satisfy the appropriate security controls as defined in Federal Information Processing Standards FIPS 200 and National Institute of Standards and Technology NIST-SP 800-53 entitled Recommended Security Controls for Federal Information Systems and Organizations.

<https://fsa.share.ed.gov/to/architecture/eis/Documents/Resources/Modernization/120.1%20-%20Security%20and%20Privacy%20Support/120.1.1f%20-%20Bimonthly%20Security%20and%20Privacy%20Program%20Improvement%20Report/NIST%20Guidance.pdf>

13. Cryptographic Protection Acceptance Criteria Requirement

The Contractor shall present evidence (e.g., NIST certificate for the specific product and module) that the products it utilizes provide cryptographic protections using modules that comply with FIPS PUB 140-2 standards.

14. Security Management Requirement

The contractor shall comply with all security policies and standards defined in the Information Technology Resources Risk Management section of this document and system-specific boundary security controls. The Contractor shall ensure compliance with the Federal Information Security Management Act (FISMA) by authoring artifacts required by FISMA and responding to FISMA-related data calls. The contractor shall follow the Federal Student Aid access guidelines that limit the contractor's access to production environments to read only and provide access to Virtual Data Center based on contractor's functions and need to manage resources. Refer to the Technology Office Infrastructure Operations Group Concept of Operations for additional information (link will be provided upon award).

<https://fsa.share.ed.gov/TOSL/PBLSH/TOIOGConOps.pdf>

15. Security Incident Management Requirement

The contractor shall follow FSA's Information Technology Infrastructure Library (ITIL) processes supporting the data center including the Incident and Problem Management process and the Security Incident management process including the Breach Notification Policy and Response Plan. The contractor shall be required to provide information that will assist in determining the problem, root cause and resolution.

Applicable EDAR clause: EDAR 3452.239.72: Department Security Requirements (Mar 2011)

16. Contractor Security Training Requirement

The contractor shall be required to complete any and all mandatory and specialized security training as necessary. <http://connected.ed.gov/index.cfm?navid=480>

17. Contractor Release of COTS Configuration and Custom Application Source Code to Government

SaaS, PaaS, and/or IaaS Solutions, and/or systems hosted externally to the Virtual Data Center (VDC): The Contractor performing integration services for FSA in connection with FISMA-approved cloud computing services (SaaS, PaaS, IaaS) will acquire for FSA any and all licenses necessary to meet FSA's requirements for the use of such cloud services as specified in the contract. Ownership of such licenses must be transferrable to FSA and shall be transferred by the Contractor to FSA upon acquisition.

COTS Licenses: For all COTS software procured by the Contractor in performance of the contract, the Contractor shall acquire for FSA any and all licenses necessary to meet FSA's requirements, as specified in the contract, for the operation of the system. Ownership of such licenses must be transferrable to FSA and shall be transferred by the Contractor to FSA upon acquisition.

COTS Configuration: The Contractor shall submit all COTS configuration information (including documentation) to FSA Task Manager or appointed Project Manager, as well as the Contracting Officer. For all COTS software configurations established and managed by the Contractor, including software configuration performed in connection with FISMA-approved cloud computing services, the contractor shall provide documentation of complete COTS configuration necessary to support FSA requirements, for the continued, unrestricted use of such configurations.

Customized Software: The Contractor shall submit all source code and development artifacts (including documentation) to FSA Task Manager or appointed Project Manager, as well as the Contracting Officer. FSA requires the Contractor to provide documented source code for any custom (e.g. not commercially available or commoditized) application code created by the Contractor (or Subcontractor/s) in the performance of the contract, including all custom application source code developed specifically for FSA, and any custom code developed to support COTS integration (e.g. Java apps, .Net, APIs, etc.). Source code includes code developed by the Contractor to deliver its full scope of services from its propriety internal operations to any FSA data store or application, including computer telecommunication interfaces (CTI), IVR data, transactions, and scripts, and Web service call scripts and results.

The code and development artifacts shall be made available upon request to support audit and/or independent quality assurance efforts, integration, test, or other life-cycle activities so that FSA may provide the source code to other processes as needed. The artifacts shall be made available to support FSA's ability to perform an independent, clean build and deploy to a development environment and have a fully working version of the software that can be traced in a debugger. The Contractor shall provide complete instructions for setting up an independent developer environment, as well as complete instructions that can be used to deploy the software to production. The Contractor shall fully document and submit to FSA all changes, upgrades, modifications made to the change management tool environment following the Life Cycle Management Methodology, Configuration Management process, Change Management process and Data Center Operations and Maintenance processes.

FSA shall require an assignment of copyright ownership in the source code for any custom software created by the Contractor (or Subcontractor/s) in the performance of the contract, including software created to support COTS integration (e.g. Java apps, .Net, APIs, web services, etc.). Notwithstanding the provisions of FAR 52.227-14 Rights in Data – General (Dec 2007), the customized solution and/or application developed and/or modified during the duration of the contract shall be solely owned by the U.S. Government without restrictions.

Applicable FSA local clause: FSA 27-2 Contractor Use of Government Commercial Software (MAR 2014)

18. Test Management Requirement

The contractor shall comply with standards for test management within the Lifecycle Management Methodology. Refer to the Enterprise Test Management Standards for additional information.

https://studentaid.ed.gov/sa/sites/default/files/fsawg/static/gw/docs/ciolibrary/FSA_Enterprise_Test_Management_Standards.pdf

19. Performance Testing Requirement

The Contractor shall support independent performance testing of solutions by providing data, scenarios, volumes, support of performance testing activities, and capacity estimates, including trending of performance data. In the absence of independent performance testing, the Contractor shall conduct performance testing of their responsible areas. The Contractor shall resolve issues identified during performance testing activities. The Contractor shall support the testing of any interfacing application. The Contractor shall provide a document summarizing the changes associated with architecture and design of the system to support capacity planning and optimization of the performance profile of the solution.

20. Intersystem Testing Support Requirement

The contractor shall conduct and support intersystem testing between its area of responsibility and other entities that do business with Federal Student Aid. The contractor shall provide resources, interface control documents, test data, and test cases/scenarios in support of intersystem testing. Federal Student Aid has a weekly maintenance window to facilitate scheduled testing.

21. Defect Management & Reporting Requirement

The contractor shall document defects found during testing in accordance with FSA's Enterprise Test Management Standards.

The contractor shall resolve issues identified during the inter-system testing and provide defect resolution report or documentation to FSA.

22. Configuration Management Requirement

The contractor shall develop a configuration management plan, for all systems in development and production, in accordance with the standards defined within the Lifecycle Management Methodology. Refer to the Lifecycle Management Methodology section of the Federal Student Aid Technology Office IT Standards Library for additional information.

<https://studentaid.ed.gov/about/contracting-info/it-standards>

23. Compliance with Independent Verification and Validation (IV&V)

This contract is subject to Independent Verification and Validation (IV&V) and the contractor shall support Federal Student Aid IV&V activities. The contractor shall furnish Federal Student Aid information that may include, but is not limited to, project management, technical, quality control, and quality assurance work products that are explicit deliverables under the contract. Refer to the Federal Student Aid Independent Verification and Validation Handbook for additional information (link will be provided upon award).

https://fsa.share.ed.gov/TOSL/PBLSH/IVV_Handbook.pdf

24. Security Breach Management Requirements

Contractor shall be liable for breaches of security resulting from failure to follow FSA security processes or the federal laws, guidance documents, and security standards referenced herein. This includes corrective actions required to mitigate a breach of personally identifiable information (corrective actions to be determined by FSA).

25. Capacity Management Collaboration Requirement

The contractor shall collaboratively and actively participate in capacity reviews and provide information to support usage of current capacity and forecasting for infrastructure resources including telecommunications for current and new systems to meet Federal Student Aid's business needs. Refer to the Technology Office Infrastructure Operations Group Concept of Operations for additional information (link will be provided upon award).

<https://fsa.share.ed.gov/TOSL/PBLSH/TOIOGConOps.pdf>

26. Capacity Planning Collaboration Requirement

The contractor shall collaboratively and actively participate in the Information Technology Resources capacity reviews and provide information to support usage of current capacity and forecasting for infrastructure resources for current and new systems to meet the Department's requirements. See Appendices B and C, herein.

The contractor shall proactively, for all new and existing Information Technology Resources, which they create and/or support, produce written capacity planning reports and recommendations at periodic intervals, as agreed to by the Department (modify specific to the acquisition being conducted to identify intervals). The reports and recommendations shall holistically evaluate requirements and trends for Information Technology Resources in order to produce a forecast and recommendations with specific sizes, quantities, types and timing.

The contractor shall support the data center capacity planning schedule and process providing input relative to the performance of the application/tool and its supporting infrastructure, including but not limited to system response time and/or latency, system capacity, storage requirements, utilization, performance, etc.

27. Capacity Planning Requirement

The contractor shall proactively, for all new and existing Information Technology Resources, which they create and/or support, produce written capacity planning reports and recommendations at periodic intervals, as agreed to by the Department (modify specific to the acquisition being conducted to identify intervals). The reports and recommendations shall holistically evaluate requirements and trends for Information Technology Resources in order to produce a forecast and recommendations with specific sizes, quantities, types and timing.

28. Capacity Management Requirement

The contractor shall, for all Information Technology Resources that they support, holistically monitor and manage capacity to ensure that information technology resources are being operated within minimum and maximum thresholds, as agreed to by the Department (modify specific to the acquisition being conducted to identify intervals).

The contractor shall produce written capacity management reports at periodic intervals, as agreed to by the Department, which summarize actions taken since the last report as well as prescriptive recommendations which minimize the cost and maximize efficiency.

29. Data Migration Plan Requirement

The contractor shall provide a Data Migration Plan for solutions that involve the movement, creation, modification, or decommissioning of operations data supporting any Federal Student Aid information system. Refer to the Lifecycle Management Methodology section of the Federal Student Aid Technology Office IT Standards Library for additional information.

<https://studentaid.ed.gov/about/contracting-info/it-standards>

<https://fsa.share.ed.gov/lmm/SitePages/LMM%20Welcome.aspx>

30. Data Segregation

Contractor shall maintain a segregation of FSA data from all non-FSA data within their infrastructure, both in storage and during the transmission of the data. This is also a requirement for Trusted Internet Connections and DNSSEC.

A. Physical Separation

- 1) Contractor shall provide and maintain a physically segregated network based upon the FSA defined landing zones documented in the FSA Network Operating Standards and the function of systems operating in the FSA environment.
- 2) Contractor shall ensure separate hardware for each landing zone to include, but not limited to network devices, routers, switches, firewalls, and load balancers.

Contractor shall ensure virtual machines exist on physically separate equipment for each landing zone including virtual routers and switches

B. Logical Separation

FSA data and transactions on mainframes shall be hosted in separate partitions that do not share resources with other IT users of the mainframe.

C. Monitoring and reporting segregation

- 1) Contractor shall provide a quarterly report that identifies systems by name and IP address to identify potential problems in maintaining segregation of systems.
- 2) Contractor shall monthly monitor, track, and report on physical segregation to ensure it is maintained.
- 3) Contractor shall follow an FSA approved process for changes to network configurations.
- 4) Contractor shall provide a report to validate that moves, additions, and changes have been appropriately requested and implemented.
- 5) Contractor shall use the change management process to identify potential security gaps in segregation maintenance, and shall report status and findings quarterly.

31. Data Management Documentation Requirement

The contractor shall provide detailed file layouts for all production data files, loads, and extracts comprising or supporting any Federal Student Aid information system per the guidance provided in the Federal Student Aid Data Standardization Policies and Procedures.

Additionally, the contractor shall include detailed source target mapping, conceptual (where applicable), logical and physical data models, and detailed data dictionaries for all production database structures per the guidance provided in Federal Student Aid Data Model Standards and Guidelines, Registration Policies and Procedures, and Federal Student Aid Enterprise Data Dictionary Standards.

The contractor shall comply with the FSA project governance model (Lifecycle Management Methodology (LMM)), which defines the control level activities and a minimum set of documentation requirements to successfully oversee the development and implementation of the solution.

32. Network Management Requirement

The contractor shall request all telecommunications requirements and changes through the Federal Student Aid Enterprise Change Management process. All communication changes, new or existing, shall conform to Federal Student Aid Security standards and shall undergo security reviews. Additionally, all applications and infrastructure residing in or connecting to the Virtual Data Center shall be IPV6 compatible and compliant. Refer to the Technology Office Infrastructure Operations Group Concept of Operations for additional information.

33. Software Licensing and Management Requirement

The contractor shall comply with the Federal Student Aid Software License Management process. The Acquisition Team shall ensure preservation of FSA rights and ownership of:

- A. Licenses
- B. Data

C. Intellectual Property

The contractor shall provide sufficient information to the CO for selection of appropriate clauses. All licenses and subscriptions (software as a service) to software required to fulfill contract deliverables shall be purchased as property of Federal Student Aid, and shall be transferred in complete usable form to FSA at the end of the contract.

34. Incident and Problem Management Requirement

The contractor shall use the Virtual Data Center Services and VDC Help Desk to report all incidents and assist immediately in timely resolution, escalation and notification of any incidents that impact application degradation or outages until service is restored. Additionally, the contractor shall collaboratively participate in identifying the root cause of incidents, developing solutions to resolve the issues and implementing and testing any corrective actions. Certain incidents that arise require further research and root cause analysis and are thus added to a master Root Cause Analysis (RCA) Report that is compiled by the VDC. In relation to the RCA process, the Contractor shall provide FSA and the VDC support and input into root cause analysis in areas relevant to FSA systems impacted by the contractor's scope.

Refer to the Technology Office Infrastructure Operations Group Concept of Operations for additional information (link will be provided upon award).

<https://fsa.share.ed.gov/TOSL/PBLSH/TOIOGConOps.pdf>

35. Disaster Recovery Support and Documentation Requirement

The Contractor shall ensure the VDC has the proper system-related disaster recovery documentation and support to recover from technical and operational failures. Specifically, the Contractor shall:

- A. Develop scripts.
- B. After a disaster, deploy scripts, as appropriate, in support of recovery efforts.
- C. Assist the FSA Information System Security Officers (ISSOs) with the preparation of the Disaster Recovery Scope document.

Applicable FSA local clauses: FSA 37-2 Continuation of Mission Critical Contractor Services (OCT 2012) and FSA 37-2 Continuation of Mission Critical Contractor Services – Alternative 1 (OCT 2012)

36. Transition Support (Phase-In)

The Contractor shall develop comprehensive procedures for phasing in contractor performance to the level prescribed and within the time allowed under the terms of this contract.

To ensure a smooth transition, the Contractor shall submit a Phase-In Plan as a part of its technical proposal in accordance with the Contract. The Contractor shall also establish and implement plans for an orderly phase-out of the contracted operations at the termination of this Contract. The Contractor shall submit a Phase-out Plan to the CO for evaluation and approval

six-months after contract start. The Contractor's phase-out procedures shall not disrupt or adversely impact the day-to-day conduct of Government business. The Contractor shall provide the CO with the copies of changes and revisions for review and approval prior to implementation.

The period between Contract award date and Contract start date will constitute the phase-in period. During the phase-in period, the Contractor shall prepare to assume full responsibility for all areas of operation in accordance with the terms and conditions of this contract. The Contractor shall take all actions necessary for a smooth transition of the contracted operations.

This period will be approximately 120 calendar days in duration. The Government shall make all facilities and equipment accessible to the Contractor during the phase-in period. During the last 30 days of the phase-in period, the Contractor's management personnel shall be permitted to observe any on-going operations, as approved by the CO.

This period will be approximately 120 calendar days in duration. The Government shall make all facilities and equipment accessible to the Contractor during the phase-in period. During the last 30 days of the phase-in period, the Contractor's management personnel shall be permitted to observe any on-going operations, as approved by the CO.

During the phase-in period, the Contractor shall at a minimum:

- A. Establish a Contractor's Project Management Office to coordinate phase-in tasks and be the single point of contact for the Government during the phase-in.
- B. Recruit and hire necessary personnel.
- C. Obtain all required certifications and clearances, including personnel security clearances
- D. Participate in development of joint inventories and sign for Government furnished property/equipment/information.
- E. Develop and submit any required deliverables.
- F. Attend post-award meetings as required
- G. Accomplish necessary training to support the O&M functions.

37. Transition Support (Phase-Out)

The Contractor shall develop a Phase-Out Plan to affect a smooth and orderly transfer of contract responsibility to a successor. The plan shall fully describe how the Contractor shall, at a minimum, approach the following issues: employee notification; retention of key personnel; turn-over of work-in-progress, inventories, and Government property; removal of Contractor property; data and information transfer; and any other actions required to ensure continuity of operations.

The Contractor's Phase-Out Plan shall, at a minimum, require an inventory by the incumbent and the Government before conduct of a joint inventory between the incumbent and the successor. The Plan shall, at a minimum, also include: reconciliation of all property accounts, requisitions, and work-in-progress; turn-in of excess property; clean-up of Contractor work areas; provision for training of the successor's personnel on Government furnished information systems used in performance of this contract, specialized equipment, utilities systems, and

ongoing work that the successor would be required to complete; and, security debriefings in accordance with FSA security procedures for incumbent personnel holding security clearances.

Sixty calendar days prior to the completion of this contract (to include option periods); an observation period shall occur, at which time management personnel of the incoming workforce may observe operations and performance methods of the incumbent contractor. This will allow for orderly turnover of facilities, equipment, and records and will help to ensure continuity of service. The Contractor shall not defer any requirements for the purpose of avoiding responsibility or of transferring such responsibility to the succeeding contractor. The Contractor shall fully cooperate with the succeeding contractor and the Government so as not to interfere with their work or duties.

38. Governance & Review Boards Compliance and Support Requirement

The contractor shall respond to requests for information or data calls related to their contract in conjunction with the Department's governance review board/process requirements, such as: Federal Student Aid Investment Review Board, Engineering Review Board, and Enterprise Change Control Board and program specific change management boards and others as required. For estimating purposes, the contractor shall assume (enter text that identifies the level of effort required to perform this activity).

The Contractor shall directly support from a technology, process and business requirements perspective the Enterprise Change Management process including the Technical Review Board (TRB), Enterprise Change Control Board (ECCB), Organizational Review Board (ORB), and the data center Change Management Board.

39. Audits & Reviews Compliance and Support Requirement

The contractor shall provide information and assistance to support periodic project and system specific auditing activities that Federal Student Aid conducts such as IV&V, QA, and LMM compliance and audits. The contractor shall maintain traceability of configuration items, including baselines and builds, to support all the functions of the Lifecycle Management Methodology, Change Management and Configuration Management processes.

On a periodic basis but no less frequently than annually, the Government shall conduct quality assurance reviews to reduce the likelihood of risk causes and establish a basis of confidence that the contractor meets the quality and performance requirements of the contract.

Government Contractor quality assurance at the source encompasses one or more of the following based on defined risk:

- A. Process Reviews: Reviews to determine the suitability, adequacy, and effectiveness of the process to achieve product outputs that meet contract requirements.
- B. System Assessments/Audits: Systematic, independent assessments and audits of the various elements of the contractual quality management system impacting process or product quality.
- C. Management and program reviews and meetings: Maintains open channels of communication.

Contractor shall comply with these reviews by providing the Government access to its physical facilities, its quality management system and other relevant documentation as well as allowing for onsite meetings/interviews with its key technical and management personnel as needed. Government reserves the right to add other quality assurance surveillance methods as required on routine, periodic, and/or random basis at no additional cost.

40. Configuration Items Traceability Requirement

The contractor shall maintain traceability of configuration items, including baselines and builds, to support all the functions of the Lifecycle Management Methodology.

41. Compliance and Support Requirement on External Studies or Investigations

Notwithstanding other terms of this contract, the Contractor shall accommodate the Department in providing information related to contract performance for inquiries from other Federal entities, all of which have been transmitted through the contract officer, including but not limited to: Congress; Comptroller General; Office of Management and Budget; and, Office of the Inspector General. Such requests may also take the form of a Departmental program or Technology Office inspection, validation, or audit. The contractor shall furnish the requested information within the time constraints of the request.

42. Compliance with FSA Lifecycle Management Methodology

The contractor shall comply with the FSA's project governance model (which is the FSA Lifecycle Management Methodology, abbreviated as LMM) which defines the control level activities and a minimum set of documentation requirements to successfully oversee a program, project or the development and implementation of a solution. Refer to the Lifecycle Management Methodology section of the Federal Student Aid Technology Office IT Standards Library for additional information.

<https://studentaid.ed.gov/about/contracting-info/it-standards>

<https://fsa.share.ed.gov/lmm/SitePages/LMM%20Welcome.aspx>

Documentation created by the contractor as part of this Contract shall comply with the templates contained within FSA's Lifecycle Management Methodology. Depending upon the specific needs of each task order or "mod" however, the FSA program office and vendor, in conjunction with guidance from the LMM SME, may agree to modify these templates on a mod by mod basis.

Any expectations or assumptions requiring exemptions or modifications specific to the acquisition being conducted on any Federal Student Aid standards must be included in the proposal and explicitly accepted by Federal Student Aid at the time of award.

43. LMM Compliance Traceability Requirement

The contractor shall follow the Federal Student Aid Lifecycle Management Methodology for all Management and Technical Stage Gates. Refer to the Lifecycle Management Methodology section of the Federal Student Aid Technology Office IT Standards Library for additional information.

<https://studentaid.ed.gov/about/contracting-info/it-standards>

<https://fsa.share.ed.gov/lmm/SitePages/LMM%20Welcome.aspx>

The contractor shall deliver specific project Information Technology Resources deliverables in a format prescribed by the FSA LMM templates. Project deliverables and work products over and above the LMM, may be delivered in accordance with a contractor's proposed methodologies, unless otherwise identified in the contract.

If the contractor proposes use of their own methodology, the contractor shall provide a Lifecycle Management Methodology (LMM) Compliance Matrix that details how their Systems Development Lifecycle (SDLC), activities and deliverables/work products trace to the Lifecycle Management Methodology Stages, Core Deliverables and Stage Gate Entry/Exit Criteria.

44. Requirement on Testing & Change Management

The contractor shall collaborate with FSA's Test Manager, the other contractors, and other project team members as needed to facilitate the success of activities.

The contractor shall collaborate with all service providers who use the change management tool and who are required to use change management and configuration management processes and all data center Information Technology Infrastructure Library (ITIL) Service Support and Service Delivery processes.

45. Collaboration with All Other Participants in Delivery of Requirements to FSA

The contractor shall collaborate with FSA Technology Office Services, Business Units, and Other Contractor support staff in the holistic delivery of required services and results to FSA.

46. Performance Management & Reporting Requirements

The contractor shall provide Federal Student Aid with complete copies of any System Development Lifecycle, Software Development Lifecycle, Software Engineering Handbook, Standard Operating Procedures, Corporate Policies, Quality Assurance (QA) Plans, Quality Control (QC) Plans, and similar guidance documents that relate to their solution development processes, as determined by the CO.

In addition, the contractor shall provide QA and QC records upon request by Federal Student Aid.

The contractor shall comply with standards for requirements management within the Lifecycle Management Methodology. Refer to the Lifecycle Management Methodology section of the Federal Student Aid Technology Office IT Standards Library for additional information.

<https://studentaid.ed.gov/about/contracting-info/it-standards>

<https://fsa.share.ed.gov/lmm/SitePages/LMM%20Welcome.aspx>

47. Requirement Management & Documentation

The contractor shall comply with standards for requirements management within the Lifecycle Management Methodology. Refer to the Lifecycle Management Methodology section of the Federal Student Aid Technology Office IT Standards Library for additional information.

<https://studentaid.ed.gov/about/contracting-info/it-standards>

<https://fsa.share.ed.gov/lmm/SitePages/LMM%20Welcome.aspx>

48. Configuration & Change Management Traceability Requirements

The Contractor shall ensure that all FSA Enterprise Configuration and Change Management transactions that involve [the system(s)] are supported, processed, and managed efficiently. Refer to the Lifecycle Management Methodology section of the Federal Student Aid Technology Office IT Standards Library for additional information.

<https://studentaid.ed.gov/about/contracting-info/it-standards>

The contractor shall follow the Federal Student Aid Lifecycle Management Methodology for all Management and Technical Stage Gates. Refer to the Lifecycle Management Methodology section of the Federal Student Aid Technology Office IT Standard Library for additional information.

<https://studentaid.ed.gov/about/contracting-info/it-standards>

<https://fsa.share.ed.gov/lmm/SitePages/LMM%20Welcome.aspx>

The contractor shall deliver specific project Information Technology Resources deliverables in a format prescribed by the FSA LMM templates. Project deliverables and work products over and above the LMM, may be delivered in accordance with a contractor's proposed methodologies, unless otherwise identified in the contract.

If the contractor proposes use of their own methodology, the contractor shall provide a Lifecycle Management Methodology (LMM) Compliance Matrix that details how their Systems Development Lifecycle (SDLC), activities and deliverables/work products trace to the Lifecycle Management Methodology Stages, Core Deliverables and Stage Gate Entry/Exit Criteria.

<https://fsa.share.ed.gov/lmm/SitePages/LMM%20Welcome.aspx>

49. Release Management Requirements

The contractor shall coordinate all changes to approaches and processes used to implement changes to Federal Student Aid IT operations and services hosted at the Virtual Data Center or

in another facility that connects with the VDC through government provided networks or telecommunication services,.

The contractor shall follow the Federal Student Aid Enterprise Change Management processes to ensure all changes are coordinated, reviewed, and approved through Federal Student Aid organizational areas. As part of this process, the contractor shall provide input into and collaborate with the Federal Student Aid Virtual Data Center Service Management process, where applicable.

Additionally, the contractor shall participate, when required, in system or production readiness reviews prior to releasing any production changes and in the testing of any change(s) that touch a system that they support or that is within their area of responsibility or both. The contractor shall perform changes or maintenance of existing systems, release or implementation of new systems, and decommissioning or termination of systems during the Virtual Data Center Weekly Maintenance Window, where applicable. Refer to the Technology Office Infrastructure Operations Group Concept of Operations for additional information (link will be provided upon award).

<https://fsa.share.ed.gov/TOSL/PBLSH/TOIOGConOps.pdf>

50. Systems Development, Operations, and Maintenance

The Contractor shall adhere to the approved program lifecycle management process for systems development, maintenance and operations of all systems including those developed to facilitate the processing and transmission of government information (such as a call center or IVRU interconnecting with another separate system serving FSA's mission.) In accordance with the FSA Lifecycle management Methodology (LMM), shall be used, unless a specific alternative process is completely documented in writing and is then approved by FSA. Refer to the FSA Technology Office IT Standards Library for additional information at

<http://studentaid.ed.gov/about/contracting-info/it-standards>.

51. System Retirement

The Contractor shall comply with FSA's Lifecycle Management Methodology (LMM) which defines the requirements for system retirement. The contractor shall collaborate with the FSA technical lead, COR and integrated project team when a system is being retired.

52. Contractor Security Monitoring

The contractor shall follow this standard to process security clearances:

SLA #	Objective	Measurement	Standard¹
1	Submit eQIP Initiation form to the COR by 5:00PM on the 10 th business day prior to the contractor employee start date	A confirmation email to the FSA CO/COR and Program Management by 5:00PM of the due date that certifies the success or failure	99% accuracy
2	When clearance information is returned with clearance type and date issued, monitor list to ensure that clearance renewals are requested 30 day prior to expiration for all contractor employee clearances, departed employees are removed, any clearance changes are annotated, and new employees added when clearance received with date clearance issued.	A consolidated report of all cleared employees in the format provided by the COR and will be submitted to the COR quarterly with changes over last quarter flagged (new employees, change in clearance type, employees within 30 days of clearance expiration or departed employees)	99% accuracy

¹ Examples of Acceptable Quality Level are 1) all new contractor employees must initiate eQIP form within 3 business days after COR notification and 2) quarterly reporting to COR on the status of all contractor employees security clearance or clearance renewals. For 2) TO COR will spot check quarterly and submit annually to the Security Office for a 100% validation when requested. Incentives & disincentives for each SLA should be considered.

Appendix F – EBC Software & Services.

Product	Current Versions
Bamboo Solutions - List Rollup	6.0
Bamboo Solutions - Poll Webpart	1.4
HiSoftware Compliance Sheriff for SharePoint	3.2.4
Idera Diagnostic Manager	2.7.1.2
Idera Enterprise Manager	4.9.6
K2 Blackpearl (4.6.8)	4.12060.1600.0
K2 Case Management Framework	
K2 for SharePoint 2010 (4.6.8)	4.12060.1600.0
Metalogix Control Point	5.4
Metalogix Diagnostic Manager	4.1
Metalogix Migration Manager	5.0.1.11
Metalogix Migration Manager (Web Service Extention)	5.0.1.11
Metalogix Migration Manager for SharePoint - File Share	4.2.1100
Metalogix SharePoint Extensions Webservice	4.1.1307
Metalogix Storage Point	4.1
Microsoft Fast Search Server 2010 for SharePoint (October Hotfix - KB2553402)	14.0.6126.5002
Microsoft Office Communications Server 2007 R2 (OCS)	3.5.6907.0
Microsoft Project Server 2010 (June 2014 CU)	14.0.7125.5000
Microsoft Project Server 2010 SP2 (November 2014 CU)	14.0.7125.5000
Microsoft SharePoint Designer 2010	14.0.6029.1000
Microsoft SharePoint Server 2010 Enterprise (SP2) - (June 2014 CU)	14.0.7125.5002
Microsoft SharePoint Server 2010 Enterprise (SP2) - (November 2014 CU)	14.0.7137.5000
Microsoft SQL Server 2008 R2 (SP2)	10.52.4000.0
OCS\Archiving Server	3.5.6907.0
OCS\Monitoring Server	3.5.6907.0
Office Web Applications 2010	14.0.7015.1000
Serena Business Manager	10.1.4.1

Serena Service Manager	5.2.0
Serena Work Center	
Team Improver OrgChart Web Part	3.9
UMT Project Essentials	2.0.4816.1002

(End of Section C)

SECTION D - PACKAGING AND MARKING

D.1 Packing, Packaging, Marking and Storage of Equipment

Unless otherwise specified, all items to be delivered under this contract shall be preserved, packaged, and packed in accordance with normal commercial practices to meet the packing requirements of the carrier and ensure safe delivery at destination.

D.2 Markings

All deliverables submitted to the ADG CO, ADG Contracting Officer Representative (COR), TO CO and TO COR shall be accompanied by a packing list or other suitable shipping document that shall clearly indicate the following:

- (a) Contract number;
- (b) Task order number;
- (c) Name and address of the consignor;
- (d) Name and address of the consignee;
- (e) Government bill of lading number covering the shipment (if any); and
- (f) Description of the item/material shipped, including item number, quantity, number of containers, and package number (if any).

Specific marking requirements may be addressed in individual TOs.

(End of Section D)

SECTION E - INSPECTION AND ACCEPTANCE

E.1 Clauses Incorporated by Reference FAR 52.252-2 (FEB 1998)

This contract incorporates the following clauses by reference with the same force and effect as if they were given in full text. Upon request, the CO will make their full text available. Also, the full text can be accessed electronically at the following internet address:

<https://www.acquisition.gov>.

FAR Clause No.	Title and Date
52-246-4	Inspection of Services—Fixed Price (AUG 1996)
52.246-6	Inspection of Services – Time and Material or Labor-Hour (MAY 2001)

E.2 Inspection and Acceptance

Final acceptance of all deliverables and or services performed as specified under each Task Order will be made in writing, at destination by the TO COR, or as detailed in individual TOs.

E.3 Scope of Inspection

All deliverables will be inspected for content, completeness, accuracy, and conformance to Task Order requirements by the TO COR, or as detailed in individual Task Orders. Inspection may include validation of information or software through the use of automated tools and/or testing of the deliverables, as specified in the Task Order. The scope and nature of this testing must be negotiated prior to TO award and will be sufficiently comprehensive to ensure the completeness, quality and adequacy of all deliverables.

E.4 Basis of Acceptance

(a) The basis for acceptance shall be compliance with the requirements set forth in the statement of work, the TO, the Contractor's proposal and other terms and conditions of this contract. Deliverable items rejected under any resulting Task Order shall be corrected in accordance with the applicable clauses.

(b) Reports, documents and narrative type deliverables will be accepted when all discrepancies, errors or other deficiencies identified in writing by the Government have been corrected.

(End of Section E)

SECTION F - DELIVERIES OR PERFORMANCE

F.1 Clauses Incorporated by Reference (FAR 52.252-2) (FEB 1998)

This contract incorporates the following clauses by reference with the same force and effect as if they were given in full text. Upon request, the CO will make their full text available. Also, the full text can be accessed electronically at the following internet address:

<https://www.acquisition.gov>.

FAR Clause No.	Title and Date
52.242-15	Stop-Work Order (AUG 1989)
52.242.17	Government Delay of Work (APR 1984)
52.247-34	F.O.B. Destination (NOV 1991)

F.2 Term of the Contract

The term of the Basic IDIQ contract will be a ordering period of five (5) consecutive years: September 30, 2016 through September 29, 2021.

F.3 Delivery

The services required under each individual TO shall be delivered and received at destination within the time frame specified in each order.

F.4 Place of Performance

Place of performance shall be set forth in individual TOs.

F.5 Deliverables

a) All applicable TO deliverables, their required delivery dates, destination of delivery, and schedule for completion of work to be performed will be specified in TOs issued under this contract, as applicable.

b) For purposes of delivery, all deliverables shall be made by close of business (COB) 4:30 P.M. local time (Washington, DC) at destination, Monday through Friday, unless stated otherwise in the TO.

c) All deliverables submitted in electronic format shall be free of any known computer virus or defects. If a virus or defect is found, the initial deliverable will not be accepted. The replacement file shall be provided within two (2) business days after notification of the presence of a virus.

- d) Each contract-level and TO-level deliverable shall be accompanied by a cover letter from the Contractor on Company letterhead. Multiple deliverables may be delivered with a single cover letter describing the contents of the complete package.
- e) In the event the Contractor anticipates difficulty in complying with any contract-level delivery schedule, the Contractor shall immediately provide written notice to the ADGSS CO, COR, and the Program Manager (PM). For any Task Order level deliverable, the Contractor shall provide written notification immediately to the TO CO and TO COR. Each notification shall give pertinent details, including the date by which the Contractor expects to make delivery; provided that this data shall be informational only in character and that receipt thereof shall not be construed as a waiver by the Government of any contract delivery schedule, or any rights or remedies provided by law or under this contract.
- f) In the event that a Contractor is non-compliant in submission of deliverables, the Government may reflect the non-compliance in the Contractor's past performance report.
- g) The following table provides a summary of the ADGSS reporting requirements that may be required, but are not limited to:

Report Description Contract Status Report	Number of Copies	Due Dates
Task Order Status Report	1- ADGSS CO 1- ADGSS COR	As specified in the Individual Task Order(s)

*****Additional deliverables shall be specified within individual TO's.**

F.5.1 Task Order Status Reports

ADGSS requires TO Status Reports for all TOs. The type of status report may vary by the type of TO issued. The status report recipients, content, and due dates will be identified in individual Task Orders. The TO Status Report shall contain data at the Task Order level unless a lower Work Breakdown Structure (WBS) level of reporting is explicitly required and stated in the Task Order.

(End of Section F)

SECTION G - CONTRACT ADMINISTRATION DATA

G.1 Accounting and Appropriation Data

Accounting and appropriation data for obligations under the contract will be set forth on individual TOs.

G.2 Primary Government Roles and Responsibilities

The following subsections describe the roles and responsibilities of individuals and/or authorized users who will be the primary Points of Contact (POC) for the Government on matters regarding contract administration as well as other administrative information. The Government reserves the right to unilaterally change any of these individual assignments at any-time.

G.3 Government Personnel

G.3.1 ADGSS Contracting Officer (CO) – IDIQ Contract Level

The ADGSS CO within the FSA has the overall responsibility for administration of the ADGSS contracts. The ADGSS CO, without right of delegation, is the only authorized individual to take actions on behalf of the Government to amend, modify or deviate from the contract terms, conditions, requirements, specifications, details and/or delivery schedules. The ADGSS CO for this contract is:

Name: *Monifa Coleman*
Address: Department of Education
Federal Student Aid
830 First Street, NE
Washington DC 20202
Email: Monifa.Coleman@ed.gov
Email: Tel No: Provided at the time of award

G.3.2 Task Order Contracting Officer (TO CO)

Services will be ordered via TOs issued by Task Order Contracting Officers within the Contract User's organization following the ordering procedures set forth in Section G.5.

G.3.3 Task Order Contracting Officer's Technical Representative (TO COR)

TO COs may designate CORs for individual TOs that will be responsible for the day-to-day coordination of the Task Order.

The TO COR will represent the TO CO in the administration of technical details within the scope of the Task Order. The TO COR is not otherwise authorized to make any representations or commitments of any kind on behalf of the TO CO or the Government. The TO COR does not have authority to alter the Contractor's obligations or to change the TO specifications, price, terms or conditions. If, as a result of technical discussions, it is desirable to modify Task Order

obligations or the specification, changes will be issued in writing and signed by the TO CO.

G.4 Ordering–By Designated Ordering Official

The Government will order any supplies and services to be furnished under this contract by issuing TOs on Optional Form 347, or an agency prescribed form, from the effective date of the contract through the expiration date of the contract. All warranted FSA COs are considered designated ordering officials for ADGSS.

G.5 Fair Opportunity Exceptions

In accordance with the Federal Acquisition Streamlining Act (FASA) and FAR Part 16.505(b)(2)(i) *Orders under Multiple Award Contracts*, the TO CO will provide all awardees a “fair opportunity” to be considered for each order in excess of \$3,500, unless one of the conditions below applies:

- (1) The agency need for such services is so urgent that providing a fair opportunity would result in unacceptable delays.
- (2) Only one awardee is capable of providing the services required and quality of services at the required level because the services ordered are unique or highly specialized.
- (3) The order must be issued on a sole-source basis in the interest of economy and efficiency because it is a logical follow-on to a Task Order already issued under this contract, provided that all awardees were given a fair opportunity to be considered for the original order (see “Note” below).
- (4) It is necessary to place an order to satisfy a minimum guarantee.

In accordance with FAR 16.5, *Indefinite-Delivery Contracts*, when an exception to the fair opportunity to be considered exists, the Task Order will be processed as a sole source procurement and must include a sole source justification. The sole source justification must be approved by the TO CO and a copy of the approved document provided to the COR cited in section G.2.1.2, Contracting Officer’s Technical Representative (COR) - Overall Contract Level.

Note: *If the order is a follow-on to a TO that was not issued under ADGSS, or is a TO for which the ADGSS awardees were not given the opportunity to compete, the logical follow- on exception CANNOT be used.*

G.6 Task Order Solicitation Process

(a) The TO CO will issue a proposal request to Contractors, unless a fair opportunity exception applies. The proposal request will include a due date for proposal submission and requirements documentation (SOO, SOW or PWS) that will include either the Government’s objectives or a detailed description of work to be accomplished, the applicable task areas, a listing of the deliverables required and any additional data, as appropriate. The proposal request will also include specific instructions for the submission of proposals, selection criteria factors, the factors’ order of importance, and other information deemed appropriate.

(b) Contractors will be provided an adequate time to prepare and submit responses based on the

estimated dollar value and complexity of the proposed TO. The due date will be set forth in each proposal request. If unable to perform a requirement, Contractors shall submit a “no bid” justification in response to the proposal request. All no bid justifications shall include a brief statement as to why the Contractor is unable to perform, i.e. conflict of interest. This notification must be submitted to the TO CO by the proposal due date.

(c) Technical Proposals: The proposal request will state whether an oral proposal is required in addition to, or instead of, written technical proposals. Responses will be streamlined and succinct, to the extent practical based on the estimated dollar value and complexity of the work, stating compliance or exception to requirements, risks, assumptions and conflict of interest issues.

(d) Price Proposals: A written cost/price proposal shall always be required. This part of the proposal shall include detailed cost/price amounts of all resources required to accomplish the task, (i.e., labor mix, labor hours, rates, travel, incidental equipment, etc.). The proposal must identify and justify use of all non-labor cost elements. It must also identify any Government Furnished Equipment (GFE) and/or Government Furnished Information (GFI) required for TO performance. If travel is specified in the TO statement of work, airfare and/or local mileage, per diem rates by total days, number of trips and number of Contractor employees traveling shall be included in the proposal.

(e) Other Relevant Information: The Contractor shall assume all costs associated with preparation of proposals for TO awards under the fair opportunity process as an indirect charge. The Government will not reimburse awardees for fair opportunity proposals as a direct charge.

(f) Evaluation of TO Proposals: Proposals will be evaluated in accordance with the evaluation criteria set forth in the Task Order Request Package (TORP). The Government’s award decision may include compliance with Section 508 requirements of the Rehabilitation Act, and selection criteria which addresses past performance, technical/ management approach and cost. In addition to past performance, technical/management approach and cost/price, individual TO selection criteria may include other factor(s) relevant to the particular requirement. The order of importance for the factors will be identified in each individual TORP. If necessary, during the evaluation of proposals, the Government may contact a Contractor with questions concerning its proposal. Upon completion of evaluations, the CO may issue a Task Order to the Contractor whose proposal is most advantageous to the Government.

(g) Award Recommendation Documentation: After completion of the evaluation, discussions, if any, and Best Value analysis, the TO CO/TO COR shall prepare a complete award recommendation package to document the selection process and to serve as evidence that the fair opportunity to be considered rule was applied, unless an exception was taken under FAR Part 16.505(b)(2)(i), *Exceptions to the fair opportunity process*. At a minimum, it shall include:

- (1) A statement indicating whether announcement of the TO requirement was made to all Contractors eligible for receiving an award for the task requirement or if an exception to the a fair opportunity to be considered rule was cited (cite the exception);
- (2) The selection criteria /methodology used to evaluate the competing Contractors;
- (3) The results of the evaluation; and

- (4) The rationale for the recommendation of the TO awardee, including a summary of any negotiations conducted, cost/price analysis and best value analysis.

(h) Resolution of Issues: In the event issues pertaining to a proposed task cannot be resolved to the satisfaction of the TO CO, the TO CO reserves the right to withdraw and cancel the proposed task. In such event, the Contractor shall be notified in writing of the TO CO's decision. This decision is final and conclusive and shall not be subject to the "Disputes" clause or the "Contract Disputes Act."

(i) Task Order Issuance: TOs may be issued by e-mail, regular mail or facsimile using an Optional Form 347, or an agency prescribed form. TOs issued shall include, but not be limited to the following information (when applicable):

- (1) Date of order;
- (2) Contract and order number;
- (3) Type of Order;
- (4) Appropriation and accounting data;
- (5) Description of the services to be performed;
- (6) Description of end item(s) to be delivered; the individual responsible for inspection/acceptance;
- (7) Ordering period/delivery date;
- (8) Estimated number of labor hours for each applicable labor category;
- (9) Ceiling price for the order; and
- (10) List of Government furnished equipment, material, and information.(if applicable)

(j) Debriefings: If an unsuccessful Contractor questions why it was not selected for a TO award over \$5.5 million, the Contractor shall contact the TO CO. The TO CO and the unsuccessful Contractor may discuss the reasons why that Contractor was not selected; however, the TO CO may not (a) discuss the other Contractor's proposals, (b) compare Contractor's proposals, or (c) allow the unsuccessful Contractor access to the award decision documentation.

(k) Task Order Protests: In accordance with FAR 16.505(a)(10)(i)(B), *Ordering - General*, no protest under Subpart 33.1 is authorized in connection with the issuance or proposed issuance of an TO under this contract, except for:

- (a) A protest on the grounds that the order increases the scope, ordering period, or maximum value of the contract; or
- (b) A protest of an order valued in excess of \$10 million. Protests of orders in excess of \$10 million may only be filed with the Government Accountability Office (GAO), in accordance with the procedures at FAR 33.104, *Protests to GAO*.

G.7 Special Contract Administration Responsibilities

Each Contract User utilizing ADGSS has the primary responsibility for the administration of any order it places with the Contractor.

The TO CO shall be responsible for:

- (a) Ensuring that TOs are within the scope of the contract;
- (b) Administration and final closeout of TOs;
- (c) Performing inspection and acceptance or rejection of the equipment/services provided by the Contractor;
- (d) Reporting Contractor performance on the TO in accordance with Section H.4, *Past Performance Evaluation*, and FAR 42.15, *Contractor Performance Information*;
- (e) Approving or withholding payments, or authorizing partial payment of invoices; and
- (f) Forwarding an end of fiscal year notification to the contract-level Contracting Officer (either by memo, letter, or electronically), stating which TOs awarded in the preceding fiscal year were closed with final disposition complete, including release of claims letters (if applicable).

The Contract-Level Contracting Officer is responsible for overall administration and the final closeout of the contract, and when necessary, shall:

- (a) Provide scope oversight;
- (b) Serve as liaison between the Contractor and FSA;
- (c) Ensure compliance with contract requirements;
- (d) Report Contractor performance at the contract-level in accordance with Section H, *Past Performance Evaluation*, and FAR 42.15, *Contractor Performance Information*.
- (e) Issue the CO's final decision and handle all contract-level contractual disputes under the Contract Disputes Act; and
- (f) Issue all contract modifications against the Contract.

Unless otherwise delegated, only the designated CO, as defined in Section G, ADGSS *Contracting Officer (CO) – IDIQ Contract Level*, has oversight of the contract as a whole.

G.8 Unauthorized Work

The Contractor is not authorized at any time to commence TO performance prior to issuance of a signed TO or other written approval provided by the TO CO to begin work.

(End of Section G)

SECTION H – SPECIAL CONTRACTING REQUIREMENTS

H.1 Clauses Incorporated by Reference FAR 52.252-2 (FEB 1998)

This contract incorporates the following clauses by reference with the same force and effect as if they were given in full text. Upon request, the CO will make their full text available. Also, the full text can be accessed electronically at the following internet address: <https://www.acquisition.gov>.

FAR Clause No.	Title and Date
52.204-9	Personal Identity Verification of Contractor Personnel (JAN 2011)

H.2 Training

The Government will not allow costs, nor reimburse costs associated with the Contractor training employees in an effort to attain and/or maintain minimum personnel qualification requirements of this contract. Other training may be approved on a case-by-case basis by the TO CO. Attendance at workshops or a symposium is considered training for purposes of this clause.

H.3 Government Property, Information, Workspace

The Government may provide the items listed below as necessary, for the Contractor to fulfill the tasks described in TO SOWs.

H.3.1 Government Furnished Property (GFP): The Government may provide hardware and/or software requiring technical analysis, evaluation, verification, or study in support of a specific task. Such GFP will be specified in individual TOs. GFP provided to the Contractor in support of individual TOs shall be tracked through applicable procedures provided by the TO CO in accordance with the FAR. Property shall be accounted for and marked accordingly for identification and tracking purposes with the Contract Number, TO Number, Serial Number and other information as required by the TO CO. The Government will not provide hardware/software equipment required to accomplish day-to-day work requirements in support of the overall contract-level effort. All GFP shall be returned to the Government at the completion of each TO unless otherwise specified.

H.3.2 Government Furnished Information (GFI): The Government may provide information (e.g., technical data, applicable documents, plans, regulations, specifications, etc.) in support of a specific task. Such GFI will be specified in individual TOs.

H.3.3 Government-Furnished Workspace: Specific Government-furnished workspace will be specified in individual TOs (if applicable).

H.3.4 Contractor Acquired Property: In the event the Contractor is required to purchase property in the performance of this contract, compliance with the procedures of FAR Part 45, *Government Property*, is required.

H.3.5 Disposition of Government Property: Thirty (30) calendar days prior to the end of the TO ordering period, or upon termination of the contract, the Contractor shall furnish to the TO COR a complete inventory of Government Property in its possession under the TO that has not been tested to destruction, completely expended in performance, or incorporated and made a part of a deliverable end item. The TO COR will furnish disposition instructions on all listed property which was furnished or purchased under the TO.

H.4 Disclosure of Information Safeguards

Any Government information made available, or to which access is provided shall be used only for the purpose of carrying out the provisions of this contract and shall not be divulged or made known in any manner to any person, except as may be necessary in the performance of the contract. Disclosure to anyone other than an officer or employees of the Contractor at any tier shall require prior written approval of the TO CO. Requests to make such disclosure should be addressed to the TO CO.

H.5 Standard of Conduct at Government Installations

The Contractor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity; and shall be responsible for taking such disciplinary action with respect to its employees, as necessary.

H.6 Electronic and Information Technology (FSA April, 2016)

(a) To be considered eligible for award, the offeror must propose Electronic and Information Technology (EIT) that meet the applicable United States Access Board (Access Board) accessibility standards for Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d), which are stipulated in 36 CFR 1194, as designated below:

☒ 36 CFR 1194.21, Software applications and operating systems

☒ 36 CFR 1194.22, Web-based intranet and internet information and applications

☒ 36 CFR 1194.23, Telecommunications products

☐ 36 CFR 1194.24, Video and multimedia products

☐ 36 CFR 1194.25, Self-contained, closed products

☐ 36 CFR 1194.26, Desktop and portable computers

☒ 36 CFR 1194.31, Functional performance criteria

☒ 36 CFR 1194.41, Information, documentation and support

(b) The standards do not require the installation of specific accessibility-related software or the attachment of an assistive technology device, but merely require that the EIT be compatible with such software and devices so that it can be made accessible, if so required by the agency at any time during the ordering period of the resultant contract, or as stated elsewhere in the contract.

(c) Alternatively, offerors may propose products and services utilizing designs or technologies that provide equivalent facilitation, or substantially equivalent or greater access to and use of a product for people with disabilities. Such offers will be considered to have met the provisions of the Access Board standards for the feature or components providing equivalent facilitation. Offers for products or services meeting some of the applicable provisions will be considered eligible for award if no offerors are able to fully meet all applicable provisions of the standards. Awards will not be made to an offeror meeting all or some of the applicable Access Board provisions if award would impose an undue burden upon the agency.

H.7 FSA Section 508 and Electronic and Information Technology Accessibility Standards Compliance (April, 2016)

- (a) The performance of this contract is subject to the requirements of Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d), and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR Part 1194).
- (b) Section 508 establishes requirements for electronic and information technology developed, maintained, procured, or used by the Federal government. Section 508 requires Federal electronic and information technology, including that provided by a Government contractor, to be accessible to people with disabilities, including employees and members of the public. All EIT services performed under this contract shall meet the standards identified at 36 CFR Part 1194 (http://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title36/36cfr1194_main_02.tpl).
- (c) Members of the public with disabilities that are seeking information or services from the contractor shall have access to and use of information and data maintained and provided to the public under this contract that is comparable to the access to and use of information and data by members of the public who are not individuals with disabilities. The contractor's Website, and any documents or other forms of communication that may be viewed by the public via the Website, shall remain current with manners of assistive technology utilized by the public for accessing such information. In order to maintain an accessible Website and documents or other forms of communication, the contractor shall ensure that the public can access required information in a variety of ways, which do not have to rely on a single sense or ability of the user.

H. 8 Post Award Conference

The Contractor shall participate in a post award conference that will be held within thirty (30) business days after contract award. The purpose of the post award conference is to aid both the Contractor and the Government in achieving a clear and mutual understanding of all contract requirements and identify and resolve potential problems (See FAR Subpart 42.5, *Post award Orientation*).

The Government is responsible for establishing the time and place of the conference and will notify the appropriate Government representatives and the Contractors. The ADGSS CO will designate or act as the chairperson at the conference.

The conference may be conducted at a location within the Washington, DC, commuting area at the Government's discretion. The Contractor further agrees to attend post award conferences on Task Orders as required. The TO post award conferences will establish work level points of contact for the TO, determine the TO administration strategy, roles and responsibilities and ensure prompt payment and TO closeout.

H.9 Personal Identity Verification of Contractor Personnel

(a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24 and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

(b) The Contractor shall account for all forms of Government-provided identification issued to the Contractor employees in connection with performance under this contract. The Contractor shall return such identification to the issuing agency at the earliest of any of the following, unless otherwise determined by the Government:

- (1) When no longer needed for contract performance.
- (2) Upon completion of the Contractor employee's employment.
- (3) Upon contract completion or termination.

(c) The Contracting Officer may delay final payment under a contract if the Contractor fails to comply with these requirements.

(d) The Contractor shall insert the substance of this clause, including this paragraph (d), in all subcontracts when the subcontractor's employees are required to have routine physical access to a Federally-controlled facility and/or routine access to a Federally-controlled information system. It shall be the responsibility of the prime Contractor to return such identification to the issuing agency in accordance with the terms set forth in paragraph (b) of this section, unless otherwise approved in writing by the Contracting Officer.

H.10 FSA Service Level Agreements for Contractor Employee Clearance Monitoring

SLA #	Objective	Measurement	Standard/Period (w/disincentive (if applicable))	Notes
1	Timely e-Qip submission. Submit e-Qip form to the COR/ISSO within 24 hours of a contractor employee's assignment to a Department contract and ensure that the forms are accurate and complete (reference EDARS 3452.239-72). (Time frame may change based upon	Send a confirmation email to the FSA CO/COR/ISSO and Program Management by 5:00PM of the due date that certifies the success of complete, accurate, and timely clearance submission	95% complete, accurate, and timely submissions over monthly period Period – Monthly Metric Disincentive - \$5,000 per 6C, \$2,500 per 5C, and \$500 per 1C over the standard in the reporting period	Example: For a contractor employee reporting for duty Monday, August 17, 2015, e-Qip initiation form must be received by 5:00PM of Tuesday, August 18, 2015.

	Departmental policy)			
2	Timely resolution of e-Qip information deficiencies. If any information on forms required by e-Qip are not complete or the submission is returned for any reason, the contractor must resubmit the forms to the COR/ISSO within 7 (reference OM: 5-101) business days or the contractor employee must be removed from the contract	Send a confirmation email to the FSA CO/COR/ISSO and Program Management by 5:00PM of the due date that certifies the success of timely clearance form re-submission or the removal of the contract employee from the contract	99% complete, accurate, and timely re-submission over monthly period Period – Monthly Metric Disincentive - \$5,000 per 6C, \$2,500 per 5C, and \$500 per 1C over the standard in the reporting period	
3	Clearance Monitoring - When clearance information is returned with clearance type and date issued, monitor contractor employee clearance and employment status under the contract to ensure clearances renewals are submitted 30 calendar days prior to expiration, departed employees are identified and removed, and any clearance changes are annotated.	A consolidated report of all employees in the format shown below will be submitted to the COR and ISSO (copy to the CO) within 5 business days following each three month ordering period for identification of changes over the last quarter (new employees, employees with clearance in process (and status), change in clearance type, and resubmittals for employees 30 calendar days prior to clearance expiration and departed employees).	95% complete and accurate over quarterly period Period – Quarterly Metric Disincentive - \$1,000 per error over the standard in the reporting period	Submittal of quarterly report does not replace timely requests for e-Qip for new employees, monitoring status of clearance/clearance renewal requests, requesting clearance renewals 30 days before expiration, or notification that an employee has departed. COR will spot check quarterly and submit annually to the Security Office for a 100% validation when requested.
4	Timely Submittal of Clearance Renewals. EDARS 3452.239-72 requires contractor employees in High Risk 6 (C) positions to submit clearance packages for re-investigation every	A confirmation email to the FSA CO/COR/ISSO and Program Management 30 calendar days prior to the Clearance expiration date that certifies the success of	95% complete, accurate, and timely submission over quarter Period – Quarterly Metric Disincentive - \$1,000 per error over the standard	

	five years. Once a contractor employee receives their clearance, an issuance and expiration date will be provided back to the contractor for tracking. Contractors must submit re-investigation packages to e-Qip 30 calendar days prior to clearance expiration.			complete, accurate, and timely clearance re-submissions.			in the reporting period								
Contractor/Subcontractor	Contract Number	Employee Last Name	Employee First Name	Employee Middle Name (if known)	Job Title (indicate if supervisory)	Employee Status (fulltime, part time, temporary, surge, etc.)	System(s) Access	Normalized System Name	ISSO	CO	COR	NAME	Type of Background Investigation	Date Investigation was completed	Year Reinvestigation Required

H.11 PIV Card Implementation to Access FSA Data for Privilege Users (September 2015)

I. BACKGROUND.

To improve the Federal cybersecurity and protect IT systems against threats, FSA is tightening policies and practices for Privilege Users by:

- a) Implementing multi-factor authentication for Privilege Users through PIV cards.
- b) Minimizing the number of Privilege Users, limiting the login duration, limiting functions they can perform while logged in, and ensuring that all activities are logged and reviewed regularly.

II. DEFINITIONS.

- a) A Privilege User is defined as a user of an Information System with more authority and access than a general user (for example: users with root access, Database Administrators, Application Administrators, Network Administrator, System Administrator, Information Assurance Manager/Information Assurance Officer).
- b) A PIV Card is an identity card that is issued by the Federal Government and is fully compliant with Federal PIV standards (e.g., Federal Information Processing Standard (FIPS) 201).
- c) A PIV Interoperable Card (PIV-I) is an identity card that meets the PIV technical specifications to work with PIV infrastructure elements, such as card readers, and is issued in a manner that allows Federal Government relying parties to trust the card. PIV-I Non-Federally Issued (NFI) identity cards must conform to the NIST technical specifications for a

PIV Card as defined in NIST SP 800-73 and meet the cryptographic requirements of FIPS 140 and NIST SP 800-78. Please refer to the “Personal Identity Verification Interoperability For Non-Federal Issuers” document at <http://www.idmanagement.gov/personal-identity-verification-interoperability>.

- d) A Card Reader is a device which complies with the requirements as specified in NIST SP800-96 and conforms to the ISO7816 standard for the card-to-reader interface. These readers also conform to the Personal Computer/Smart Card (PC/SC) Specification [PCSC] for the reader-to-host system interface in general desktop computing environment.

III. REQUIREMENTS.

a.) No later than 5 working days from date of Task Order award, provide the cognizant Contracting Officer the following:

- The total number of Privilege Users
- The firm, either Contractor or Subcontractor, the Privilege User works for
- Each Privilege User’s location
- Full name of each Privilege User
- Each Privilege User’s role
- The IT resource(s) and application(s) containing or accessing FSA’s data Resource(s) being accessed by each Privilege User
- Current method of accessing the IT resource(s) and application(s) containing or accessing FSA’s data
- Identify each Privilege User which already has a PIV card (if applicable)
- Identify each Privilege User which already has a Two-Factor token, if applicable)
- Identify each Privilege User that already has a VPN account (if applicable)

b.) Government Furnished Property and Systems Solutions

- 1) FSA will issue and distribute all PIV cards for all Privilege users accessing the Virtual Data Center (VDC) (or its successor) resources.
- 2) FSA has implemented the CyberArk Privilege Account Security (CPAS) solution for VDC (or its successor) to protect the Privilege accounts from misuse and provide assurance that such accounts are controlled and managed. Implementation of the CPAS solution:
 - Limits functions that can be performed when using Privilege accounts
 - Limits the duration that Privilege Users can be logged in
 - Ensures that all Privilege User activities are logged

c.) *(The following applies if the contractor has 25 or fewer employees performing duties as Privilege User at the place of performance; AND the place of performance is located within 2.5 hours of the Department of Education Headquarters or listed Regional Office locations (see attached) by motor vehicle.*

The contractor shall ensure all contractor employees identified as Privilege Users travel to the Department of Education Headquarters or listed Regional Office locations (see attached) to receive the FSA issued PIV Card.

d.) *(The following applies if the contractor has a number of Privilege Users in a place of performance exceeds 25 persons, or the place of performance exceeds a 2.5-hour trip by motor vehicle.)*

The contractor shall ensure all contractor employees identified as Privilege Users are available to travel to a FSA identified location to receive the FSA issued PIV Card.

e.) Once the PIV Cards are issued, the contractor shall ensure that all Privilege Users who work on IT resources and applications containing or accessing FSA's data shall utilize PIV cards.

f.) The contractor's Privilege Users shall access FSA's Virtual Data Center (VDC) (or its successor) resource through VPN.

g.) Note: FSA **will not** provide a PIV Card Reader. The contractor shall provide compliant PIV card readers to each Privilege User.

h.) The contractor's Privilege Users shall login through the CyberArk login portal using the PIV Card through the contractor provided PIV Card Reader.

i.) The contractor's Privilege Users shall select the entitled resources (server, mainframe, networking equipment) retrieved by CyberArk's Role Based Access Control (RBAC) authentication.

j.) Additional login instructions for accessing CyberArk portal through the VPN tunnel are attached.

Attachment: Examples of Privilege User Roles and Job Functions (All Environments)

Database Administrator:

- Installing and upgrading the database server and application tools
- Allocating system storage and planning future storage requirements for the database system
- Modifying the database schema, as necessary, from information given by application developers

- Enrolling users and maintaining system security
- Controlling and monitoring user access to the database
- Monitoring and optimizing the performance of the database
- Maintaining archived data
- Backing up and restoring databases

Application Administrator:

- Perform application tuning, configuration, monitoring, and administration.
- Plan and manage application software upgrades.
- Analyze custom administrative software requests and present solutions.
- Optimize application performance.
- Perform daily monitoring and capacity planning for enterprise information systems.

System Administrator:

- Analyzing system logs and identifying potential issues with computer systems.
- Introducing and integrating new technologies into existing data center environments.
- Performing routine audit of systems and software.
- Applying operating system updates, patches, and configuration changes.
- Installing and configuring new hardware and software.
- Adding, removing, or updating user account information, resetting passwords, etc.
- Responsible for documenting the configuration of the system.
- Troubleshooting any reported problems.
- System performance tuning.
- Ensuring that the network infrastructure is up and running.
- Configuring, adding, and deleting file systems.

Network Administrator:

- Install and support LANs, WANs, network segments, Internet, and intranet systems.
- Install and maintain network hardware and software.
- Analyze and isolate issues.
- Monitor networks to ensure security and availability to specific users.
- Evaluate and modify system's performance.
- Maintain integrity of the network, server deployment, and security.
- Deploy networks and network equipment.
- Perform network address assignment.
- Enter routing protocols and routing table configuration.
- Enter configuration of authentication and authorization of directory services.
- Maintain network servers such as file servers, VPN gateways, intrusion detection systems.
- Administer servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates and patches.

Information Assurance Manager/Officer:

- Perform security tool administration providing risk analysis of the following:
 - Vulnerability scanners
 - Security event logging & monitoring analyzers
 - Intrusion Detection/Prevention System (IDS/IPS) and firewall logs
 - Performs system and network security audits
 - Anti-virus products and central console
- Perform the day to day operations, management and administration to protect the integrity, confidentiality, and availability of information assets and technology infrastructures of the organization:
 - IDS/IPS/Firewalls
 - Anti-virus
 - Event log analysis
 - Access the system or infrastructure to perform threat, vulnerability, and risk assessments
 - Access the system or infrastructure to manage/perform security audits
 - Access the system or infrastructure to perform or assist with investigations
 - Access the system or infrastructure to coordinates the handling and resolution of incidents of security breach
- Day-to-day operations and maintenance of computer facilities and IT resources including network support, server support, desk top support, and telecommunications services.

Attachment: Mandatory Use of PIV Cards

Attachment: CyberArk Testing Procedures

(End of Section H)

SECTION I - CONTRACT CLAUSES

I.1 Clauses Incorporated By Reference (FAR 52.252-2) (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the CO will make their full text available. Also, the full text may be accessed electronically at the following Internet address: <http://www.acquisition.gov/far/>.

FAR CLAUSES

FAR Clause No.	Title and Date
52.202-1	Definitions (JUL 2004)
52.203-3	Gratuities (APR 1984)
52.203-5	Covenant Against Contingent Fees (MAY 2014)
52.203-7	Anti-Kickback Procedures (MAY 2014)
52.203-8	Cancellation, Rescission, and Recovery of Funds for Illegal or Improper Activity (MAY 2014)
52.203-10	Price or Fee Adjustment for Illegal or Improper Activity (MAY 2014)
52.203-12	Limitation on Payments to Influence Certain Federal Transactions (OCT 2010)
52.203-13	Contractor Code of Business Ethics and Conduct (OCT 2015)
52.203-14	Display of Hotline Poster(s) (OCT 2015)
52.204-2	Security Requirements (AUG 1996)
52.204-4	Printed or Copied Double-Sided on Recycled Paper (MAY 2011)
52.204-7	System for Award Management (JUL 2013)
52.204-8	Annual Representations and Certifications (APR 2016)
52.204-9	Personal Identity Verification of Contractor Personnel (JAN 2011)
52.209-2	Prohibition on Contracting with Inverted Domestic Corporations-Representation (NOV 2015)
52.209-5	Certification Regarding Responsibility Matters (OCT 2015)
52.209-7	Information Regarding Responsibility Matters (JUL 2013)
52.209-8	Updates of Publicly Available Information Regarding Responsibility Matters (JUL 2013)
52.215-2	Audit and Records–Negotiation (OCT 2010)

FAR Clause No.	Title and Date
52.215-8	Order of Precedence -- Uniform Contract Format (OCT 1997)
52.215-14	Integrity of Unit Prices (OCT 2010)
52.215-15	Pension Adjustments and Asset Reversions (OCT 2010)
52.215-18	Reversion Or Adjustment Of Plans For Postretirement Benefits (PRB) Other Than Pensions (JUL 2005)
52.215-21	Requirements For Cost Or Pricing Data Or Information Other Than Cost Or Pricing Data – Modifications (OCT 2010)
52.215-23	Limitations on Pass-Through Charges (OCT 2009)
52.216-7	Allowable Cost and Payment (Jun 2013)
52.216-18	Ordering (OCT 1995). <i>Fill in:</i> September 30, 2016 through September 2021
52.216-19	Order Limitations (OCT 1995) <i>Fill ins:</i> (a) \$1,000 (b)(1) \$2M 2) \$5M 3) 7 (d) 2
52.216-22	Indefinite Quantity (OCT 1995) <i>Fill in:</i> contract expiration date plus 12 months.
52.219-3	Notice of Total HUBZone Set-Aside (Nov 2011)
52.219-4	Notice of Price Evaluation Preference for HUBZone Small Business Concerns (Oct 2014)
52.219-6	Notice of Total Small Business Set-Aside (Nov 2011)
52.219-8	Utilization of Small Business Concerns (Oct 2014)
52.219-13	Notice of Set-Aside of Orders (NOV 2011)
52.219-14	Limitation on Subcontracting (Nov 2011)

FAR Clause No.	Title and Date
52.219-27	Notice of Total Service-Disabled Veteran-Owned Small Business Set-Aside (NOV2011)
52.219-28	Post Award Small Business Program Re-representation (JUL2013)
52.222-2	Payment for Overtime Premiums (JUL 1990)
52.222-21	Prohibition of Segregated Facilities (APR 2015)
52.222-26	Equal Opportunity (APR 2015)
52.222-35	Equal Opportunity for Veterans (OCT 2015)
52.222-36	Affirmative Action for Workers with Disabilities (JUL 2014)
52.222-37	Employment Reports Veterans (FEB 2016)
52.222-40	Notification of Employee Rights under the National Labor Relations Act (DEC 2010)
52.222-50	Combating Trafficking in Persons (MAR 2015)
52.222-54	Employment Eligibility Verification (OCT 2015)
52.223-5	Pollution Prevention and Right-To-Know Information (MAY 2011)
52.223-6	Drug-Free Workplace (MAY 2001)
52.223-10	Waste Reduction Program (MAY 2011)
52,223-13	Acquisition of EPEAT®–Registered Imaging Equipment (JUN 2014)
52.223-15	Energy Efficiency in Energy-Consuming Products (DEC 2007)
52.223-16	IEEE 1680 Standard for the Environmental Assessment of Personal Computer Products (OCT 2015)
52.223-18	Contractor Policy to Ban Text Messaging While Driving (AUG 2011)
52.224-1	Privacy Act Notification (APR 1984)
52.224-2	Privacy Act (APR 1984)
52.225-5	Trade Agreements (Feb 2016)
52.225-8	Duty-Free Entry (OCT 2010)
52.225-13	Restrictions on Certain Foreign Purchases (JUN 2008)
52.227-1	Authorization and Consent (DEC 2007)
52.227-2	Notice and Assistance Regarding Patent and Copyright Infringement (DEC 2007)
52.227-3	Patent Indemnity (APR 1984)
52.227-14	Rights in Data – General (MAY 2014)
52.228-5	Insurance – Work on a Government Installation (JAN 1997)

FAR Clause No.	Title and Date
52.228-7	Insurance – Liability to Third Persons (MAR 1996)
52.229-3	Federal, State, and Local Taxes (FEB 2013)
52.230-2	Cost Accounting Standards (OCT 2015)
52.230-3	Disclosure and Consistency of Cost Accounting Practices (OCT 2015)
52.230-6	Administration of Cost Accounting Standards (JUN 2010)
52.232-1	Payments (APR 1984)
52.232-7	Payments Under Time and Materials and Labor-Hour Contracts (AUG 2012)
52.232-8	Discounts for Prompt Payment (FEB 2002)
52.232-9	Limitation of Withholding of Payments (APR 1984)
52.232-11	Extras (APR 1984)
52.232-17	Interest (MAY 2014)
52.232-18	Availability of Funds (APR 1984)
52.232-23	Assignment of Claims (MAY 2014)
52.232-25	Prompt Payment (JUL 2013) ALT I (FEB 2002)
52.232-33	Payment by Electronic Funds Transfer – System for Award Management (JUL 2013)
52.232-40	Providing Accelerated Payment to Small Business subcontractors (Dec 2013)
52.233-1	Dispute (MAY 2014) ALT I (DEC 1991)
52.233-3	Protest After Award (AUG 1996)
52.233-4	Applicable Law for Breach of Contract Claim (OCT 2004)
52.237-2	Protection of Government Buildings, Equipment, and Vegetation (APR 1984)
52.237-3	Continuity of Services (JAN 1991)
52.239-1	Privacy or Security Safeguards (AUG 1996)
52.242-1	Notice of Intent to Disallow Costs (APR 1984)
52.242-3	Penalties for Unallowable Costs (MAY 2014)
52.242-4	Certification of Final Indirect Costs (JAN 1997)
52.242-13	Bankruptcy (JUL 1995)

FAR Clause No.	Title and Date
52.243-1	Changes--Fixed-Price (AUG 1987) ALT II (APR 1984)
52.243-3	Changes--Time and Materials or Labor Hours (SEP 2000)
52.244-5	Competition in Subcontracting (OCT 2010)
52.244-6	Subcontracts for Commercial Items (FEB 2016)
52.245-1	Government Property (APR 2012) ALT I (APR 2012)
52.245-2	Government Property Installation Operation Services (APR 2012)
52.245-9	Use and Charges (APR 2012)
52.246-4	Inspection of Services—Fixed-Price (AUG 1996)
52.246-6	Inspection—Time-and-Material and Labor-Hour (MAY 2001)
52.246-25	Limitation of Liability – Services (FEB 1997)
52.249-2	Termination for Convenience of the Government (Fixed Price) (APR 2012)
52.249-4	Termination for Convenience of the Government (Services)(Short-Form) (APR 1984)
52.249-8	Default (Fixed-Price Supply and Service) (APR 1984)
52.249-14	Excusable Delays (APR 1984)
52.253-1	Computer Generated Forms (JAN 1991)

FULL TEXT FAR CLAUSE

52.217-8 Option to Extend Services (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor any time prior to the expiration of the contract.

52.217-9 Option to Extend the Term of the Contract (Mar 2000) - *Applicable to Task Orders*

(a) The Government may extend the term of this contract by written notice to the Contractor within _1_ day provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least _1_ day before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 66 months.

52.232-18 Availability of Funds (Apr 1984)

Funds are not presently available for this contract. The Government's obligation under this contract is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are made available to the Contracting Officer for this contract and until the Contractor receives notice of such availability, to be confirmed in writing by the Contracting Officer.

DEPARTMENT OF EDUCATION CLAUSES

3452.201-70 Contracting Officer's Representative (COR) (MAR 2011)

(a) The Contracting Officer's Representative (COR) is responsible for the technical aspects of the project, technical liaison with the Contractor, and any other responsibilities that are specified in the contract. These responsibilities include inspecting all deliverables, including reports, and recommending acceptance or rejection to the contracting Officer.

(b) The COR is not authorized to make any commitments or otherwise obligate the Government or authorize any changes that affect the contract price, terms, or conditions. Any Contractor requests for changes shall be submitted in writing directly to the Contracting Officer or through the COR. No such changes shall be made without the written authorization of the Contracting Officer.

(c) The COR's name and contact information:

Name:	<i>Name and Contact information to be completed at award</i>
Address:	Department of Education Federal Student Aid 830 First Street, NE Washington, DC 20202
Email:	
Tel No:	

(d) The COR may be changed by the Government at any time, but notification of the change, including the name and address of the successor COR, will be provided to the Contractor by the Contracting Officer in writing.

3452.208-71 Printing. (MAR 2011)

Unless otherwise specified in this contract, the Contractor shall not engage in, nor subcontract for, any printing (as that term is defined in Title I of the Government Printing and Binding Regulations in effect on the effective date of this contract) in connection with the performance of work under this contract; except that performance involving the duplication of fewer than 5,000 units of any one page, or fewer than 25,000 units in the aggregate of multiple pages, shall not be deemed to be printing. A unit is defined as one side of one sheet, one color only (with black counting as a color), with a maximum image size of $10\frac{3}{4}$ by $14\frac{1}{4}$ inches on a maximum paper size of 11 by 17 inches. Examples of counting the number of units: black plus one additional color on one side of one page counts as two units. Three colors (including black) on two sides of one page count as six units.

3452.224-70 Release of information under the Freedom of Information Act. (MAR 2011)

By entering into a contract with the Department of Education, the Contractor, without regard to proprietary markings, approves the release of the entire contract and all related modifications and Task Orders including, but not limited to:

- (1) Unit prices, including labor rates;
- (2) Statements of Work/Performance Work Statements generated by the Contractor;
- (3) Performance requirements, including incentives, performance standards, quality levels, and service level agreements;
- (4) Reports, deliverables, and work products delivered in performance of the contract (including quality of service, performance against requirements/standards/service level agreements);
- (5) Any and all information, data, software, and related documentation first provided under the contract;
- (6) Proposals or portions of proposals incorporated by reference; and
- (7) Other terms and conditions.

3452.227-72 Use and Non-Disclosure Agreement. (MAR 2011)

(a) Except as provided in paragraph (b) of this clause, proprietary data, technical data, or computer software delivered to the Government with restrictions on use, modification, reproduction, release, performance, display, or disclosure may not be provided to third parties unless the intended recipient completes and signs the use and non-disclosure agreement in paragraph (c) of this clause prior to release or disclosure of the data.

(1) The specific conditions under which an intended recipient will be authorized to use, modify, reproduce, release, perform, display, or disclose proprietary data or technical data subject to limited rights, or computer software subject to restricted rights must be stipulated in an attachment to the use and non-disclosure agreement.

(2) For an intended release, disclosure, or authorized use of proprietary data, technical data, or computer software subject to special license rights, modify paragraph (c)(1)(iv) of this clause to enter the conditions, consistent with the license requirements, governing the recipient's obligations regarding use, modification, reproduction, release, performance, display, or disclosure of the data or software.

(b) The requirement for use and non-disclosure agreements does not apply to Government contractors that require access to a third party's data or software for the performance of a Government contract that contains the 3452.227-73 clause, Limitations on the use or disclosure of Government-furnished information marked with restrictive legends.

(c) The prescribed use and non-disclosure agreement is:

Use and Non-Disclosure Agreement

The undersigned, *[Insert Name]*, an authorized representative of the *[Insert Company Name]*, (which is hereinafter referred to as the “recipient”) requests the Government to provide the recipient with proprietary data, technical data, or computer software (hereinafter referred to as “data”) in

which the Government's use, modification, reproduction, release, performance, display, or disclosure rights are restricted. Those data are identified in an attachment to this agreement. In consideration for receiving such data, the recipient agrees to use the data strictly in accordance with this agreement.

(1) The recipient shall—

(i) Use, modify, reproduce, release, perform, display, or disclose data marked with Small Business Innovative Research (SBIR) data rights legends only for government purposes and shall not do so for any commercial purpose. The recipient shall not release, perform, display, or disclose these data, without the express written permission of the contractor whose name appears in the restrictive legend (the contractor), to any person other than its subcontractors or suppliers, or prospective subcontractors or suppliers, who require these data to submit offers for, or perform, contracts with the recipient. The recipient shall require its subcontractors or suppliers, or prospective subcontractors or suppliers, to sign a use and non-disclosure agreement prior to disclosing or releasing these data to such persons. Such an agreement must be consistent with the terms of this agreement.

(ii) Use, modify, reproduce, release, perform, display, or disclose proprietary data or technical data marked with limited rights legends only as specified in the attachment to this agreement. Release, performance, display, or disclosure to other persons is not authorized unless specified in the attachment to this agreement or expressly permitted in writing by the contractor.

(iii) Use computer software marked with restricted rights legends only in performance of contract number *[insert contract number(s)]*. The recipient shall not, for example, enhance, decompile, disassemble, or reverse engineer the software; time share; or use a computer program with more than one computer at a time. The recipient may not release, perform, display, or disclose such

software to others unless expressly permitted in writing by the licensor whose name appears in the restrictive legend.

(iv) Use, modify, reproduce, release, perform, display, or disclose data marked with special license rights legends [To be completed by the contracting officer. *See* paragraph (a)(2) of this clause. Omit if none of the data requested is marked with special license rights legends].

(2) The recipient agrees to adopt or establish operating procedures and physical security measures designed to protect these data from inadvertent release or disclosure to unauthorized third parties.

(3) The recipient agrees to accept these data “as is” without any Government representation as to suitability for intended use or warranty whatsoever. This disclaimer does not affect any obligation the Government may have regarding data specified in a contract for the performance of that contract.

(4) The recipient may enter into any agreement directly with the contractor with respect to the use, modification, reproduction, release, performance, display, or disclosure of these data.

(5) The recipient agrees to indemnify and hold harmless the Government, its agents, and employees from every claim or liability, including attorney’s fees, court costs, and expenses arising out of, or

in any way related to, the misuse or unauthorized modification, reproduction, release, performance, display, or disclosure of data received from the Government with restrictive legends by the recipient or any person to whom the recipient has released or disclosed the data.

(6) The recipient is executing this agreement for the benefit of the contractor. The contractor is a third party beneficiary of this agreement who, in addition to any other rights it may have, is intended to have the rights of direct action against the recipient or any other person to whom the recipient has released or disclosed the data, to seek damages from any breach of this agreement, or to otherwise enforce this agreement.

(7) The recipient agrees to destroy these data, and all copies of the data in its possession, no later than 30 days after the date shown in paragraph (8) of this agreement, to have all persons to whom it released the data do so by that date, and to notify the contractor that the data have been destroyed.

(8) This agreement shall be effective for the period commencing with the recipient's execution of this agreement and ending upon *[Insert Date]*. The obligations imposed by this agreement shall survive the expiration or termination of the agreement.

[Insert business name.]

Recipient's Business Name

[Have representative sign.]

Authorized Representative

[Insert date.]

Date

[Insert name and title.]

Representative's Typed Name and Title

3452.239-70 Internet protocol version 6 (IPv6) (MAR 2011)

(a) Any system hardware, software, firmware, or networked component (voice, video, or data) developed, procured, or acquired in support or performance of this contract shall be capable of transmitting, receiving, processing, forwarding, and storing digital information across system boundaries utilizing system packets that are formatted in accordance with commercial standards of Internet protocol (IP) version 6 (IPv6) as set forth in Internet Engineering Task Force (IETF) Request for Comments (RFC) 2460 and associated IPv6-related IETF RFC standards. In addition, this system shall maintain interoperability with IPv4 systems and provide at least the same level of performance and reliability capabilities of IPv4 products.

(b) Specifically, any new IP product or system developed, acquired, or produced must—

(1) Interoperate with both IPv6 and IPv4 systems and products; and

(2) Have available contractor/vendor IPv6 technical support for development and implementation and fielded product management.

(c) Any exceptions to the use of IPv6 require the agency's CIO to give advance, written approval

3452.239-71 Notice to Offerors of Department Security Requirements (MAR 2011)

(a) The offeror and any of its future subcontractors will have to comply with Department security policy requirements as set forth in the “Bidder’s Security Package: Security Requirements for Contractors Doing Business with the Department of Education”

at: <http://www.ed.gov/fund/contract/about/bsp.html>.

(b) All contractor employees must undergo personnel security screening if they will be employed for 30 days or more, in accordance with Departmental Directive OM:5–101, “Contractor Employee Personnel Security Screenings,” available at: <http://www.ed.gov/fund/contract/about/acs/acsom5101.doc>.

(c) The offeror shall indicate the following employee positions it anticipates to employ in performance of this contract and their proposed risk levels based on the guidance provided in Appendix I of Departmental Directive OM:5–101 (To be specified within individual Task Orders): High Risk (HR): [Specify HR positions.]. Moderate Risk (MR): [Specify MR positions.]. Low Risk (LR): [Specify LR positions.].

(d) In the event the Department disagrees with a proposed risk level assignment, the issue shall be subject to negotiation. However, if no agreement is reached, the Department’s risk level assignment shall be used. The type of screening and the timing of the screening will depend upon the nature of the contractor position, the type of data to be accessed, and the type of information technology (IT) system access required. Personnel security screenings will be commensurate with the risk and magnitude of harm the individual could cause.

3452.242-71 Notice to the Government of delays. (MAR 2011)

The Contractor shall notify the contracting Officer of any actual or potential situation, including but not limited to labor disputes, that delays or threatens to delay the timely performance of work under this contract. The Contractor shall immediately give written notice thereof, including all relevant information.

3452.243-70 Key Personnel. (MAR 2011)

(a) The personnel designated as key personnel in this contract are considered to be essential to the work being performed hereunder. Prior to diverting any of the specified individuals to other programs, or otherwise substituting any other personnel for specified personnel, the Contractor shall notify the contracting officer reasonably in advance and shall submit justification (including proposed substitutions) in sufficient detail to permit evaluation of the impact on the contract effort. No diversion or substitution shall be made by the Contractor without written consent of the contracting officer; provided, that the contracting officer may ratify a diversion or substitution in writing and that ratification shall constitute the consent of the contracting officer required by this

clause. The contract shall be modified to reflect the addition or deletion of key personnel.

(b) The following personnel have been identified as Key Personnel in the performance of this contract:

Labor category	Name
Program Manager	
To be Determined in individual TO(s)	

FSA CLAUSES

FSA 31.205.71 Travel Costs (JUN 2012)

No invitational travel (defined as: Official government travel conducted by a non-federal employee in order to provide a “direct service” [i.e. presenting on a topic, serving as a facilitator, serving on a Federal Advisory Committee Act, or advising in an area of expertise] to the government) may be provided under this contract or in association with this contract unless consent is provided below. The cost of invitational travel under this contract is unallowable unless the contractor receives written consent from the Contracting Officer prior to the incurrence of the cost. If the contractor wishes to be reimbursed for a cost related to invitational travel, it must make a request in writing at least 21 days prior to the day that costs would be incurred. The contractor shall include in its request the following: why the invitational travel cost is integral to fulfill a government requirement in the contract, and the proposed cost that must be in accordance with federal travel regulations. The lack of a timely response from the Contracting Officer shall not constitute constructive acceptance of the allowability of the proposed charge. Fill- in Consent is hereby given to the contractor to _____.

FSA 32-1 Invoice Procedures (MAR 2012)

The Contractor must submit an invoice via mail, fax, or e-mail for this contract in order to be paid for products and/or services rendered. For Prompt Payment Act purposes, Invoices received after 3 p.m. will be processed on the next business day.

Federal Student Aid's "Designated Billing Office" (DBO) is:

US Department of Education
Union Center Plaza
Federal Student Aid Administration
830 First Street, NE – Suite 54B1
Washington, D.C. 20201-0001

E-mail: Invoice.Admin@ed.gov

Fax: (202) 275-3477

A Contractor shall also simultaneously submit copies of the invoice to the Contracting Officer (CO) and one to the Contracting Officer's Representative (COR). The CO and COR should receive copies via the same means as the invoice sent to the DBO.

When submitting an invoice via mail, the Contractor shall submit the original invoice and two copies of the invoice.

At a minimum, the following items must be addressed in order for the invoice to be considered "proper" for payment:

- (1) Name and Address of the Contractor.
- (2) Invoice Number and Invoice Date.
- (3) The Contract number, contract line item, and if applicable, the order number.
- (4) Description, quantity, unit of measure, unit price, and extended price of the delivered item or service, as defined in the contract or order.
- (5) Terms of any offered prompt payment discount.
- (6) Name, title, and phone number of persons to be notified in event of a defective invoice.
- (7) The period of time covered by the invoice.
- (8) Totals, supported by subtotals, and subtotals should be supported by detail (i.e. documentation for categories of labor, hours performed, unit prices) and deliverables provided.
- (9) If required by this contract or order, receipts must be provided to support documentation of "other direct costs" (ODCs) or materials.
- (10) Special instructions for finance payments:

Invoices for finance payments shall specifically and prominently identify the payment request as follows:

REQUEST FOR FINANCING PAYMENT

Finance payments are not subject to the Prompt Payment Act. Failure to identify the invoice as a request for financing may result in delay of payment. Invoices that are identified as Requests for Finance Payments shall only include the finance payments listed in the contract. Requests for finance payments shall not be combined with other types of invoice payments.

FSA 37-2 Continuation of Mission Critical Contractor Services (OCT 2012)

(a) Definition. As used in this clause—

(1) Mission Critical Contractor System or Other Services are defined as a system or other services that have a material impact on the accomplishment of the Federal Student Aid mission.

(b) The services under this contract are vital to the mission of the Department of Education (ED). The Contractor shall be responsible for the availability of all systems operated, or other services

performed by the Contractor for ED, regardless of location. This clause applies to all or any part of the contract that includes services that directly support the agency's mission.

(c) The Contractor shall provide, implement, and maintain a Continuation of Mission Critical Services Plan (also referred to as Contingency Plan, or "The Plan") for continuing performance of services no matter the circumstances. The Plan shall describe the processes and procedures that will be followed to ensure continued availability of services under this contract. Any alternate site used as part of Disaster Recovery shall be fully operational within N/A of a declared disaster. The Contractor shall identify in the Plan the provisions made for the acquisition of mission critical personnel and resources, if necessary, for continuity of operations for up to 30 days or until normal operations can be resumed.

(d) The offeror shall provide with its offer a written preliminary plan describing how it will continue to perform the Contractor services listed in Section C. Within 60 days after contract award, the Contractor shall submit its Plan for approval, which shall be consistent with and further detail the approach contained in the offeror's proposal. The Plan, as approved by the Contracting Officer, shall be incorporated into the contract as a compliance document. The Plan must, at a minimum, address:

1. Name of company's officer overall responsible for the maintenance, management, exercising and execution of the Plan;
2. Plans and procedures;
3. Identification of mission critical functions;
4. The time lapse associated with the initiation of the acquisition of mission critical personnel and resources and their actual availability on site;
5. Delegations of authority, planned order of succession, and cross-training to ensure personnel are available to provide services and make key decisions;
6. Proposed alternate operating facilities, interoperable, connectivity and emergency communications approach;
7. Critical records or data storage procedures;
8. Protection of human capital;
9. Testing approach annual tests;
10. Training plan;
11. Delegation of control and direction;
12. Reconstitution and resuming normal operations plans; and
13. Schedule for periodic review and revisions of Plan.

(f) The Contractor shall maintain and update its Plan as necessary and adhere to its requirements throughout the contract term. The Contractor shall not materially alter the Plan without the Contracting Officer's written consent.

(g) As directed by the Contracting Officer, the Contractor shall participate and collaborate with ED and its Contractors in training events, exercises, and drills associated with Government efforts to test the effectiveness of continuity of operations procedures and practices with internal and external entities. Results of the exercises shall be delivered to the Contracting Officer or other designated

representative within 30 days after the exercise.

(h) In the event the Contractor anticipates not being able to perform any of the mission critical Contractor services identified in the paragraph above, the Contractor shall notify the Contracting Officer or other designated representative immediately and use its best efforts to cooperate with the Government in the Government's efforts to maintain the continuity of operations. In no way does (h) relieve the Contractor of financial responsibility in meeting the contract terms and conditions.

(i) The Government reserves the right to use Federal employees of other agencies or support from other parties or to enter into new contracts for mission critical Contractor services. Any new contracting efforts would be conducted in accordance with OFPP letter, "Emergency Acquisitions" May 2011 and FAR Part 18, respectively, or any other subsequent emergency guidance issued.

(j) The Contractor shall include the substance of this clause, including this paragraph (j), in subcontracts for the mission critical services.

FSA 37-3 DISRUPTION OF MISSION CRITICAL CONTRACTOR SYSTEM OR OTHER SERVICES (SEP 2012)

(a) Definition. As used in this clause—

(1) Mission Critical Contractor System or Other Services - are defined as a system or other services that have a material impact on the accomplishment of the Federal Student Aid mission.

(b) The Contractor is required to coordinate all changes to mission critical Contractor systems or other services used to implement Federal Student Aid IT operations and services with the individual(s) identified in (c) at least five business days prior to the changes, absent exigent circumstances. Emergency changes require immediate notification of the individual(s) identified in (c) as soon as the change requirement is known, but prior to the change. If the continuity of such systems or services is disrupted as a consequence of the Contractor's failure to adequately coordinate these changes with FSA, the Contractor may be subject to contractual remedies available to the government pursuant to the terms of the contract or as authorized by law.

(d) The Contractor shall contact the following individuals to coordinate all changes to mission critical Contractor systems or services. (To Be Determined)

FSA 45-1 Special Contract Requirements For Government Furnished Property – Two Factor Authentication Tokens (TFA) (JUN 2015)

In addition to the requirements of FAR 52.245-1(b) - Government Property, the Contractor shall:

- a) Ensure the Contractor's Government Property Manager or designee shall sign a distribution letter provide by the Contracting Officer upon receipt of Government Property;
- b) Comply with instructions on how to register the tokens using the Federal Student Aid Two Factor Authentication Token For FSA User Handout distributed with the tokens;

- c) Seek immediate assistance with any challenges encountered with FSA CITRIX and TFA and immediately report any security or other incidents by telephone or email to the helpdesk at: 1-877-603-4188 or ed.customer.service@ed.gov and;
- d) Provide a Property Management Plan to the Contracting Officer within 5 business days of receipt of the Government Furnished Property. Among other requirement required under FAR 52.245-1(b) the Property Management Plan must contain at minimum the following:
 - Description on how the Contractor shall establish and maintain an auditable record of the token assignment to its employees by individual name and token Serial Number (AVT+9 digits);
 - Method by which the Contractor shall ensure that the serial number label on the back of each token remains legible and secure to the device.
 - Security and management process for the physical devices as well as changes in assignment.
- e) Upon written notification from the Contracting Officer, the Contractor shall affirm its understanding and compliance with the Government's requirement for quarterly re-certification of user access and token activation. In the event of any reported security breach, the Government shall immediately disable or deactivate Contractor access to its network without prior notice.
- f) Soft Tokens can be used instead of hard tokens. The soft token is an app that runs on the user's mobile device. After downloading and registering the free Symantec VIP Access app on a phone or tablet, a user simply opens the app and an One-Time Password (OTP) is automatically generated similar to a hard token. Use of a soft token is optional, however users who have a compatible mobile device are encouraged to transition to a soft token. There is no requirement to maintain property records on soft tokens.
- g) **Contact Information**. For additional information on TFA or the use of a soft token, contact the TFA Support Center at 800/330-5947, option 2 (TDD/TTY 800/511-5806) or by email at TFASupport@ed.gov.

(End of Section I)

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT A BASIC IDIQ PRICING SCHEDULE

ATTACHMENT B TASK ORDER 0001 **(Availability of Funds)**

ATTACHMENT C PAST PERFORMANCE QUESTIONNAIRE

ATTACHMENT D TASK ORDER 0001 PRICING SCHEDULE

ATTACHMENT E CYBERARK TEST PROCEDURE

ATTACHMENT F STANDARD OPERATING PROCEDURE FOR
MANDATORY USE OF PERSONAL IDENTITY
VERIFICATION (PIV) CARDS

ATTACHMENT G TASK ORDER 0002

ATTACHMENT H TASK ORDER 0002 PRICING SCHEDULE

ATTACHMENT I FSA ISE WEB DEVELOPER GUIDE

ATTACHMENT J FSA ISE BLOG USER GUIDE

ATTACHMENT K FSA ISE USER MANUAL CONTENT
WORKFLOW

(End of Section J)

SECTION K - REPRESENTATIONS AND CERTIFICATIONS

52.204-8 Annual Representations and Certifications (APR 2016)

(a)(1) The North American Industry Classification System (NAICS) code for this acquisition is 541611.

(2) The small business size standard is \$15 Million.

(3) The small business size standard for a concern which submits an offer in its own name, other than on a construction or service contract, but which proposes to furnish a product which it did not itself manufacture, is 500 employees.

(b)(1) If the provision at 52.204-7, System for Award Management, is included in this solicitation, paragraph (d) of this provision applies.

(2) If the provision at 52.204-7 is not included in this solicitation, and the offeror is currently registered in the System for Award Management (SAM), and has completed the Representations and Certifications section of SAM electronically, the offeror may choose to use paragraph (d) of this provision instead of completing the corresponding individual representations and certifications in the solicitation. The offeror shall indicate which option applies by checking one of the following boxes:

☐ (i) Paragraph (d) applies.

☐ (ii) Paragraph (d) does not apply and the offeror has completed the individual representations and certifications in the solicitation.

(c)(1) The following representations or certifications in SAM are applicable to this solicitation as indicated:

(i) 52.203-2, Certificate of Independent Price Determination. This provision applies to solicitations when a firm-fixed-price contract or fixed-price contract with economic price adjustment is contemplated, unless—

(A) The acquisition is to be made under the simplified acquisition procedures in Part 13;

(B) The solicitation is a request for technical proposals under two-step sealed bidding procedures;
or

(C) The solicitation is for utility services for which rates are set by law or regulation.

(ii) 52.203-11, Certification and Disclosure Regarding Payments to Influence Certain Federal Transactions. This provision applies to solicitations expected to exceed \$150,000.

(iii) 52.204-3, Taxpayer Identification. This provision applies to solicitations that do not include the provision at 52.204-7, System for Award Management.

(iv) 52.204-5, Women-Owned Business (Other Than Small Business). This provision applies to solicitations that—

(A) Are not set aside for small business concerns;

(B) Exceed the simplified acquisition threshold; and

- (C) Are for contracts that will be performed in the United States or its outlying areas.
- (v) 52.209-2, Prohibition on Contracting with Inverted Domestic Corporations—Representation.
- (vi) 52.209-5, Certification Regarding Responsibility Matters. This provision applies to solicitations where the contract value is expected to exceed the simplified acquisition threshold.
- (vii) 52.209-11, Representation by Corporations Regarding Delinquent Tax Liability or a Felony Conviction under any Federal Law. This provision applies to all solicitations.
- (viii) 52.214-14, Place of Performance—Sealed Bidding. This provision applies to invitations for bids except those in which the place of performance is specified by the Government.
- (ix) 52.215-6, Place of Performance. This provision applies to solicitations unless the place of performance is specified by the Government.
- (x) 52.219-1, Small Business Program Representations (Basic & Alternate I). This provision applies to solicitations when the contract will be performed in the United States or its outlying areas.
- (A) The basic provision applies when the solicitations are issued by other than DoD, NASA, and the Coast Guard.
- (B) The provision with its Alternate I applies to solicitations issued by DoD, NASA, or the Coast Guard.
- (xi) 52.219-2, Equal Low Bids. This provision applies to solicitations when contracting by sealed bidding and the contract will be performed in the United States or its outlying areas.
- (xii) 52.222-22, Previous Contracts and Compliance Reports. This provision applies to solicitations that include the clause at 52.222-26, Equal Opportunity.
- (xiii) 52.222-25, Affirmative Action Compliance. This provision applies to solicitations, other than those for construction, when the solicitation includes the clause at 52.222-26, Equal Opportunity.
- (xiv) 52.222-38, Compliance with Veterans' Employment Reporting Requirements. This provision applies to solicitations when it is anticipated the contract award will exceed the simplified acquisition threshold and the contract is not for acquisition of commercial items.
- (xv) 52.223-1, Biobased Product Certification. This provision applies to solicitations that require the delivery or specify the use of USDA–designated items; or include the clause at 52.223-2, Affirmative Procurement of Biobased Products Under Service and Construction Contracts.
- (xvi) 52.223-4, Recovered Material Certification. This provision applies to solicitations that are for, or specify the use of, EPA–designated items.
- (xvii) 52.225-2, Buy American Certificate. This provision applies to solicitations containing the clause at 52.225-1.
- (xviii) 52.225-4, Buy American—Free Trade Agreements—Israeli Trade Act Certificate. (Basic, Alternates I, II, and III.) This provision applies to solicitations containing the clause at 52.225-3.
- (A) If the acquisition value is less than \$25,000, the basic provision applies.
- (B) If the acquisition value is \$25,000 or more but is less than \$50,000, the provision with its Alternate I applies.

(C) If the acquisition value is \$50,000 or more but is less than \$77,533, the provision with its Alternate II applies.

(D) If the acquisition value is \$77,533 or more but is less than \$100,000, the provision with its Alternate III applies.

(xix) 52.225-6, Trade Agreements Certificate. This provision applies to solicitations containing the clause at 52.225-5.

(xx) 52.225-20, Prohibition on Conducting Restricted Business Operations in Sudan—Certification. This provision applies to all solicitations.

(xxi) 52.225-25, Prohibition on Contracting with Entities Engaging in Certain Activities or Transactions Relating to Iran-Representation and Certifications. This provision applies to all solicitations.

(xxii) 52.226-2, Historically Black College or University and Minority Institution Representation. This provision applies to solicitations for research, studies, supplies, or services of the type normally acquired from higher educational institutions.

(2) The following representations or certifications are applicable as indicated by the Contracting Officer:

[Contracting Officer check as appropriate.]

___ (i) 52.204-17, Ownership or Control of Offeror.

___ (ii) 52.204-20, Predecessor of Offeror.

___ (iii) 52.222-18, Certification Regarding Knowledge of Child Labor for Listed End Products.

(iv) 52.222-48, Exemption from Application of the Service Contract Labor Standards to Contracts for Maintenance, Calibration, or Repair of Certain Equipment- Certification.

(v) 52.222-52, Exemption from Application of the Service Contract Labor Standards to Contracts for Certain Services-Certification.

(vi) 52.223-9, with its Alternate I, Estimate of Percentage of Recovered Material Content for EPA–Designated Products (Alternate I only).

(vii) 52.227-6, Royalty Information.

(A) Basic.

(B) Alternate I.

(viii) 52.227-15, Representation of Limited Rights Data and Restricted Computer Software.

(a) The offeror has completed the annual representations and certifications electronically via the SAM website accessed through <https://www.acquisition.gov>. After reviewing the SAM database information, the offeror verifies by submission of the offer that the representations and certifications currently posted electronically that apply to this solicitation as indicated in paragraph (c) of this provision have been entered or updated within the last 12 months, are current, accurate, complete, and applicable to this solicitation (including the business size standard applicable to the NAICS code referenced for this solicitation), as of the date of this offer and are incorporated in this offer by reference (see FAR 4.1201); except for the changes

identified below [offeror to insert changes, identifying change by clause number, title, date]. These amended representation(s) and/or certification(s) are also incorporated in this offer and are current, accurate, and complete as of the date of this offer.

FAR CLAUSE # TITLE DATE CHANGE

Any changes provided by the offeror are applicable to this solicitation only, and do not result in an update to the representations and certifications posted on SAM.

EDAR 3452.209-71 Conflict of Interest (MAR 2011)

(a)(1) The contractor, subcontractor, employee, or consultant, has certified that, to the best of its knowledge and belief, there are no relevant facts or circumstances that could give rise to an organizational or personal conflict of interest (see FAR Subpart 9.5 for organizational conflicts of interest) (or apparent conflict of interest) for the organization or any of its staff, and that the contractor, subcontractor, employee, or consultant has disclosed all such relevant information if such a conflict of interest appears to exist to a reasonable person with knowledge of the relevant facts (or if such a person would question the impartiality of the contractor, subcontractor, employee, or consultant). Conflicts may arise in the following situations:

(i) Unequal access to information—A potential contractor, subcontractor, employee, or consultant has access to non-public information through its performance on a government contract.

(ii) Biased ground rules—A potential contractor, subcontractor, employee, or consultant has worked, in one government contract, or program, on the basic structure or ground rules of another government contract.

(iii) Impaired objectivity—A potential contractor, subcontractor, employee, or consultant, or member of their immediate family (spouse, parent, or child) has financial or other interests that would impair, or give the appearance of impairing, impartial judgment in the evaluation of government programs, in offering advice or recommendations to the government, or in providing technical assistance or other services to recipients of Federal funds as part of its contractual responsibility. “Impaired objectivity” includes but is not limited to the following situations that would cause a reasonable person with knowledge of the relevant facts to question a person's objectivity:

(A) Financial interests or reasonably foreseeable financial interests in or in connection with products, property, or services that may be purchased by an educational agency, a person,

organization, or institution in the course of implementing any program administered by the Department;

(B) Significant connections to teaching methodologies that might require or encourage the use of specific products, property, or services; or

(C) Significant identification with pedagogical or philosophical viewpoints that might require or encourage the use of a specific curriculum, specific products, property, or services.

(2) Offerors must provide the disclosure described above on any actual or potential conflict (or apparent conflict of interest) of interest regardless of their opinion that such a conflict or potential conflict (or apparent conflict of interest) would not impair their objectivity.

(3) In a case in which an actual or potential conflict (or apparent conflict of interest) is disclosed, the Department will take appropriate actions to eliminate or address the actual or potential conflict (or apparent conflict of interest), including but not limited to mitigating or neutralizing the conflict, when appropriate, through such means as ensuring a balance of views, disclosure with the appropriate disclaimers, or by restricting or modifying the work to be performed to avoid or reduce the conflict. In this clause, the term “potential conflict” means reasonably foreseeable conflict of interest.

(b) The contractor, subcontractor, employee, or consultant agrees that if “impaired objectivity”, or an actual or potential conflict of interest (or apparent conflict of interest) is discovered after the award is made, it will make a full disclosure in writing to the contracting officer. This disclosure shall include a description of actions that the contractor has taken or proposes to take, after consultation with the contracting officer, to avoid, mitigate, or neutralize the actual or potential conflict (or apparent conflict of interest).

(c) Remedies. The Government may terminate this contract for convenience, in whole or in part, if it deems such termination necessary to avoid the appearance of a conflict of interest. If the contractor was aware of a potential conflict of interest prior to award or discovered an actual or potential conflict (or apparent conflict of interest) after award and did not disclose or misrepresented relevant information to the contracting officer, the Government may terminate the contract for default, or pursue such other remedies as may be permitted by law or this contract. These remedies include imprisonment for up to five years for violation of 18 U.S.C. 1001 and fines of up to \$5,000 for violation of 31 U.S.C. 3802. Further remedies include suspension or debarment from contracting with the Federal government. The contractor may also be required to reimburse the Department for costs the Department incurs arising from activities related to conflicts of

interest. An example of such costs would be those incurred in processing Freedom of Information Act requests related to a conflict of interest.

(d) In cases where remedies short of termination have been applied, the contractor, subcontractor, employee, or consultant agrees to eliminate the organizational conflict of interest, or mitigate it to the satisfaction of the contracting officer.

(e) The contractor further agrees to insert in any subcontract or consultant agreement hereunder, provisions that conform substantially to the language of this clause, including specific mention of potential remedies and this paragraph (e).

3452.239-72 Department Security Requirements. (MARCH 2011)

The Contractor shall comply with Department Security policy requirements as set forth in:

- (a) The Statement of Work of this contract;
- (b) The Privacy Act of 1974 (P.L. 93-579, U.S.C. 552a);
- (c) The U. S. Department of Education Handbook for Information Assurance Security Policy, OCIO-01 (March 2006); and
- (d) The U.S. Department of Education Departmental Directive OM:5-101, "Contractor Employee Personnel Security Screenings."

The Contractor may request copies of the above referenced documents by contacting the Contract Officer (see Section G.3.1).

All Contractor employee positions are considered moderate risk (5C) per the Department's Administrative Communications System OM:5-101, "Contractor employee Personnel Security Screenings." The applicable risk level is specific to the attributes of the position held by the Contractor employee.

All Contractor employees must undergo personnel security screening if they will be employed for thirty (30) days or more, in accordance with Departmental Directive OM:5-101, "Contractor Employee Personnel Screenings." The type of screening and the timing of the screening will depend upon the nature of the Contractor position, the type of data to be accessed, and the type of information technology (IT) system access required. Personnel security screenings will be commensurate with the risk and magnitude of harm the individual could cause.

The Contractor shall:

- (a) Ensure that all non-U.S. citizen Contractor employees are lawful permanent residents of the United States or have appropriate work authorization documents as required by the Department of Homeland Security, Bureau of Immigration and Appeals, to work In the United States.
- (b) Ensure that no employees are assigned to High Risk designated positions prior to a completed preliminary screening.

- (c) Submit all required personnel security forms to the Contracting Officer's Representative (COR) within 24 hours of an assignment to a Department contract and ensure that the forms are complete.
- (d) Ensure that no Contractor employee is placed in a higher risk position than that for which he or she was previously approved, without the approval of the Contracting Officer or his or her representative, the Department Personnel Security Officer, and the Computer Security Officer.
- (e) Ensure that all Contractor employees occupying High Risk designated positions submit forms for reinvestigation every five (5) years for the duration of the contract or if there is a break in service to a Department contract of 365 days or more.
- (f) Report to the COR all instances of individuals seeking to obtain unauthorized access to any departmental IT system, or sensitive but unclassified and/or Privacy Act protected information.
- (g) Report to the COR any information that raises an issue as to whether a Contractor employee's eligibility for continued employment or access to Department IT systems, or sensitive but unclassified and/or Privacy Act protected information, promotes the efficiency of the service or violates the public trust.
- (h) Withdraw from consideration under the contract any employee receiving an unfavorable adjudication determination.
- (i) Officially notify each Contractor employee if he or she will no longer work on a Department contract.
- (j) Abide by the requirements in Departmental Directive OM:5-101, "Contractor Employee Personnel Screenings."

Further information including definitions of terms used in this clause and a list of required investigative forms for each risk designation are contained in Departmental Directive OM:5-101, "Contractor Employee Personnel Screenings."

Failure to comply with the Contractor personnel security requirements may result in a termination of the contract for default.

(End of Section K)

SECTION L – INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS

L.1 Solicitation Provisions Incorporated by Reference (FAR 52.252-1) (FEB 1998)

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the CO will make the full text available. The Offeror is cautioned that the listed provisions may include blocks that must be completed by the Offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the Offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation or offer. Also, the full text of a solicitation provision may be accessed electronically at this address:

<http://www.acquisition.gov>.

FAR Provisions and Clauses Incorporated by Reference

FAR Clause No.	Title and Date
52.204-6	Data Universal Numbering System (DUNS) Number (JUL 2013)
52.215-1	Instructions to Offerors – Competitive Acquisition (JAN 2004) - Alternate I (Oct 1997).
52-222-46	Evaluation of Compensation for Professional Employees (FEB 1993)

L.2 Requirements for Certified Cost or Pricing Data and Data Other Than Certified Cost or Pricing Data (FAR 52.215-20 (OCT 2010))

Submission of certified cost or pricing data is not required.

(a) Provide information described below:

(1) Breakout for Section B - Price Proposal. The Offeror shall submit a completed Attachment A Basic IDIQ Pricing Schedule and Attachment B Task Order 0001 Pricing Schedule.

Attachment A Basic IDIQ Pricing Schedule and Attachment B Task Order 0001 Pricing Schedule shall include fully-burdened hourly rates for each labor category per level of security. The fully-burdened rates shall include all direct labor, indirect costs applicable to that direct labor, (such as, fringe benefits, overhead, and G&A), and profit for each category of labor.

Offerors shall include a description of the method that will be used by the Contractor to record and bill for hours under Task Orders. The accounting practices for the Contractor shall be clearly identified within the written pricing volume, not within the template (e.g., The Contractor records all hours 40 hours per week). The descriptions will be incorporated into the contract and effective for T&M and labor-hour Task Orders.

(i) Labor Rates. The fully burdened labor rates shall include a rate to accommodate the cost of the contract level program management. Contract-level program management support costs, to include the Program Manager and the Teaming Coordinator, encompass support for contract-level management, reporting requirements (See Section F, *Deliveries or Performance*) and related travel and meeting attendance costs associated with the Contractor's program management staff. This relates to overall management of the PPMSS Program. As a result, these program management support costs shall be included within each fully burdened labor category rate, and shall not be proposed as separate labor categories.

The contract-level "program management" support costs are differentiated from individual Task Order "Task Order Manager" or "Project Manager" support costs, which are to specifically support project management for individual Task Orders. The "Task Order Manager" or "Project Manager" support labor hours are billed at hourly labor rates against individual Task Orders for direct support to the effort performed under those Task Orders. This will result in direct billings at the Task Order level.

(ii) Materials (Direct), Subcontracts for supplies, and ODCs: As defined in Section B.6.1, Time and *Material*, the Government will provide a specified amount to be used for evaluation purposes for estimating material, subcontracts for supplies and other direct costs. However, actual materials, subcontracts for supplies, and ODCs will be negotiated at the TO level. Offerors are required to propose indirect rates applicable to direct materials, subcontracts for supplies, and ODCs.

(iii) Indirect Rates: The indirect rates applicable to direct materials, subcontracts for supplies, and ODCs in the pricing templates will be ceiling rates and apply to the Prime Contractor only. However, the Offeror may at its discretion elect to propose lower indirect rates on a task-by-task basis.

L.3 Type of Contract **(FAR 52.216-1) (APR 1984)**

The Government intends to award a minimum of two (2) multiple IDIQ contracts resulting from

this solicitation. The contracts will utilize T&M, L-H, and FFP TOs.

L.4 Service of Protest (FAR 52.233-2) (SEPT 2006)

(a) Protests, as defined in Section 33.101 of the Federal Acquisition Regulation, that are filed directly with an agency, and copies of any protests that are filed with the General Accounting Office (GAO), shall be served on the CO (addressed as follows) by obtaining written and dated acknowledgment of receipt from:

Monifa Coleman, Contracting Officer
Department of Education
Federal Student Aid
830 First Street, NE
Washington DC 20202
Email: Monifa.Coleman@ed.gov

(b) The copy of any protest shall be received in the office designated above within one day of filing a protest with the GAO.

L.5 Proposals

L.5.1 Communications and Questions

Communications and questions concerning this solicitation or requests for clarification shall be made in writing to the Contracting Officer (Monifa Coleman) and Contract Specialist (Alan Cornwall) via electronic mail.

The due date for questions concerning the RFP is **NO LATER THAN 10:00 A.M. Eastern Time on September 02, 2016**, with the company name, RFP number, and “questions” stated to the email address: **FSAEAT@ed.gov** .

As soon as an Offeror is aware of any problems or ambiguities in interpreting the specifications, terms or conditions, instructions or evaluation criteria of this solicitation, the CO shall be notified.

All questions will be answered via amendment and provided to all Offerors on the Internet at www.fbo.gov. No questions will be attributed to the respective Offerors.

L.5.2 Delivery of Proposal

Proposals (in their entirety) are due **NO LATER THAN 10:00 A.M. Eastern Time on September 16, 2016 to the email address: FSAEAT@ed.gov and one (1) hard copy marked “original,” and 1 CD.**

CAUTION: See the proposal submission instructions, including the provision describing

treatment of late submissions, notifications and withdrawals of proposals at FAR Clause 52.215-1, *Instructions to Offerors—Competitive Acquisition*.

The proposal (in its entirety) shall be delivered to the electronic mail address designated in the paragraph (a) below with one (1) hard copy marked “original,” and one (1) CD. The outer wrapping of each package/box of the offer shall cite the information shown below. Failure to properly address the outer wrapping correctly may cause an offer to be misdirected.

(a) Offeror’s return address

ATTN: Alan Cornwall
Department of Education
Federal Student Aid
830 First Street, NE
Washington DC 20202
Email: Alan.Cornwall@ed.gov

(b) FSA Solicitation Number: **ED-FSA-16-R-4567**

Approved proposal delivery methods include only the following: 1) Certified Mail: U.S. Postal Service; 2) Federal Express; 3) electronic mail; 4) hand-delivered; and 5) UPS. If the Offeror elects to forward the offer by means other than U.S. Mail, it assumes the full responsibility of insuring that the offer is received at the place and by the date and time specified in this solicitation. Such proposals must be closed and sealed as if for U.S. Postal mailing.

L.6 Solicitation Copies and Enclosures

An electronic copy of the solicitation, amendments, and related documents will be available for download via Internet at: www.fbo.gov 24 hours a day. It shall be the responsibility of the Offeror to reproduce additional copies for its use and monitor FBO for additional information and amendments.

L.7 Proposal Preparation Costs

This RFP does not commit the Government to pay any cost for the preparation and submission of a proposal in response to this RFP. The CO is the only individual who can legally commit the Government to the expenditure of public funds in connection with this procurement.

L.8 General Instructions - Basic IDIQ, TO 0001, and TO 0002

Offerors shall examine and follow all instructions. Failure to do so will be at the Offeror's own risk. Proposals shall conform to solicitation provision FAR 52.215-1, *Instructions to Offerors - Competitive Acquisition*, and be prepared in accordance with this section. To aid in the evaluations, proposals shall be clearly and concisely written as well as neat, indexed (cross-indexed as appropriate) and logically assembled. Prospective Offerors are asked to bear in mind that all material submitted should be directly pertinent to the requirements of this RFP.

Extraneous narratives elaborate brochures, uninformative "PR" material and so forth, shall not be submitted. All pages of each part shall be appropriately numbered, and identified with the name of the Offeror, the date, and the solicitation number to the extent practicable.

L.9.1 Proposal Integrity

In responding to this RFP, it is the Offeror's responsibility to provide current, complete and accurate information in their proposal. If in reviewing the proposal the Government identifies or otherwise learns that the provided proposal information is not accurate or misrepresents the

Offeror's status or capabilities, that information may be used by the CO as part of the Offeror's responsibility determination and could result in the Offeror not being eligible for award.

L.9.2 General Format Instructions - Basic IDIQ, TO 0001, and TO 0002

Offerors shall furnish the proposal in separate volumes for the basic IDIQ, Task Order 0001 and Task Order 0002 as follows: Volume I: Technical/ Management Proposal; and Volume II: Contract, Small Business Participation Cost/Price Proposal.

*Volume III Past Performance shall only be submitted for the Basic IDIQ.

Volumes I, II and III shall be submitted in the following manner specified below:

	Electronic Copy	Hard Copy	Page Limit	Format
VOLUME I	One (1) Electronic Copy	One (1) Hard Copy		
Tab A – Cover Letter			One (1) page	PDF
Executive Summary			One (1) page	PDF
Tab B – Technical Capability			Twenty (20) pages	PDF
Tab C- Management Capabilities			Twenty (20) pages	PDF
Tab D-Staffing and Resumes			Fifteen (15) pages, 2 pages per resume	PDF
VOLUME II	One (1) Electronic Copy	One (1) Hard Copy		
Tab A - Exceptions, Deviations and Assumptions			One (1) page	PDF
Tab B – Standard Form (SF- 33) signed, Certs & Reps, OCI			No Page Limit	PDF
Tab C – Price Proposal			No Page Limit	Excel or MS Word

VOLUME III	One (1) Electronic Copy	One (1) Hard Copy		
Tab A -Past Performance (Excluding Questionnaire)			Ten(10) pages	PDF
Tab B – Relevant Experience			Ten (10) pages	PDF

Each volume, hard copy, electronic mail copy, and CD, shall be complete in itself in order that evaluation of one volume may be accomplished independently of, and concurrently with, evaluation of the other. Electronic copies shall be provided on CDs and shall be formatted using Microsoft Office 2003 (MS Office 2003) or Portable Document Format (PDF) as specified in the Proposal Organization Table below. Electronic files shall be named as specified throughout the *Instructions to Offerors*, Section L. Individual file sizes shall not exceed 5 MB. CDs shall be labeled on the disc to include: Offeror Name, Offeror DUNS number, Solicitation name and number, Volume Number, and Copy Number (e.g. Original, etc.)

Offers submitted in response to this solicitation shall be in the English language and in terms of U.S. dollars. Paper size shall be 8-1/2 by 11-inch white paper with printing on one side only. However, the Attachment L-1, Pricing Template, shall be 8-1/2 by 14-inch white paper with printing on one side only. The font (typewritten or printed letters) shall be 12 point Times New Roman (with the exception of pre-printed product literature). No reduction in font or print size is permitted except for headers, footers, organization charts or other graphic illustrations. In those instances where reduction is allowable, Offerors shall ensure that the print is easily readable; no less than 8-point font on graphic illustrations and 10-point font on tables, headers and footers; Arial font is acceptable for charts or other graphic illustrations. Each page shall have adequate margins on each side (at least one inch) of the page. Header/footer information (which does not include any information to be evaluated) may be included in the 1" margin space. Fold outs for complete spreadsheets and/or organization charts are permissible up to 11 by 17-inch, with printing on only one side, if secured with the volume. Large sheets (i.e., greater than 8-1/2 by 11 inch) shall count as two (2) pages. Offerors' proposals shall not exceed the page limitations set forth below. Pages that exceed the maximum page limitation will not be evaluated. In the event of a conflict between the contents of the hard copy version of the proposal and the contents of the electronic version, the hard copy version shall prevail. The Offeror shall provide a certification that the hard copy version of the proposal is exactly the same as the electronic version.

The Offeror shall submit a single Volume I and Volume II with clearly identified components of the Basic IDIQ, Task Order 0001, and Task Order 0002 as indicated within the RFP instructions.

***Note:** Proposals found to be non-compliant with proposal instructions may not be evaluated and may be eliminated from further consideration.*

L.10 Format and Instructions for Proposal Submission for Basic IDIQ, TO 0001, and TO 0002

Offerors' proposals shall consist of the following three (3) separate Volumes with the maximum number of pages for each proposal Volume as listed below. For each Volume, the Offeror shall provide an "original" hard copy, an emailed copy, and one (1) CD copy. Please note that any pages exceeding the maximum pages stated in the instructions below will not be evaluated by the Government.

In order for the technical proposal to be evaluated strictly on the merit of the material submitted, **NO PRICE INFORMATION IS TO BE INCLUDED IN VOLUME I nor VOLUME III.**

L.10.1 Volume I – Technical/Management Proposal

Offerors' proposals submitted must meet the small business size standard, and demonstrate the Offeror's ability to provide the full range of program/project, administrative, and IT support, meet the appropriate requirements criteria, and represent the Best Value to the Government.

Tab A - Cover Letter (One (1) page limit) and Executive Summary (One (1) page limit)
Filename shall be "**Volume I –Tab A –Cover Letter-Offeror Name.doc**"

A cover letter shall accompany the proposal to set forth any information that the Offeror wishes to bring to the attention of the Government. The cover letter shall also stipulate that the Offeror's proposal is predicated upon all the terms and conditions of this RFP. The cover letter shall also contain a certification that the hard copy version of the proposal is exactly the same as the electronic version. In addition, it must contain a statement that the Offeror's proposal acceptance period is valid for 120 days.

The Executive Summary shall provide an overview of the proposal and is to be used as an aid in understanding the organization, content, and interrelationship of the proposal material. Information is to be presented at the summary level and should only include general information about the proposal and the Offeror's understanding of, and its capability to meet the requirements of the solicitation.

Tab B – : Technical Capability (Twenty (20) page limit) The filename shall be "**Volume I Tab B –Technical Capability-Offeror Name.doc**"

TECHNICAL CAPABILITY

a. Understanding of Requirements:

The Offeror shall provide a narrative describing their technical approach for achieving Program objectives and other requirements. As a minimum, the narrative shall address:

1. A description of proposed technical strategies and solutions for each functional service area and how those strategies and solutions satisfy the Program objectives and requirements
2. A description of risks (threats and opportunities) associated with proposed technical strategies and solutions as well as risk impacts, probability assessments, and proposed response strategies and approaches

b. Support and Procedures:

The Offeror shall provide a description of their approach to software development lifecycle methodologies. As a minimum the Offeror shall address:

- i. A description of the proposed approach to software development policies and procedures, strategies for waterfall, modified Agile and Agile development projects
- ii. A description of the proposed approach to business analysis and reengineering
- iii. A description of the proposed approach to enterprise system testing and testing automation
- iv. A description of the proposed approach to use information gathered during the O & M process to determine operational effectiveness and provide technical refresh recommendations

c. Quality Control Policies, Processes and Procedures:

The Offeror shall provide a description of their approach to quality control. As a minimum the Offeror shall address:

A description of the Offeror's proposed approach to quality control, independent verification and validation (IV&V) and configuration management practices as it applies to software developed and maintained, as well as supporting documents.

Tab C –: Management Capabilities Twenty (20) page limit, excluding resumes)
The filename shall be “**Volume 1 –Tab C –Management Capabilities.doc**”

MANAGEMENT CAPABILITIES

a. **Recruitment and Staffing Plan:**

The Government will evaluate: (1) capability of providing resources based on each functional area in the SOW within a short window (1 month); (2) proposed program organizational structure (including subcontractors and teaming/partnering entities) and proposed roles and responsibilities of organizational entities (3) separation of independent testing resources from other resources.

b. **Management Risks:**

The Government will evaluate: (1) risks (threats and opportunities) associated with the proposed program organizational structure (including subcontractors and teaming/partnering entities) and proposed roles; (2) robustness and relevance of and risks associated with the Subcontracting; and (3) the relevance of management lessons learned from past specialized experience and the extent to which they have been applied to the proposed management approach.

c. **Work Breakdown Structure (WBS):**

The Government will evaluate: (1) the Offeror's WBS showing O&M support; (2) the Offeror's WBS specific to Task Order 0001 and 0002 for, new development support, and (3) the Offeror's independent software testing. The Government will evaluate the Offeror's WBS for all critical tasks required to meet the Government's requirements, dependencies, critical paths, and responsible party for each functional area. The work breakdown structure must be to the third level. The WBS' shall provide evidence that the Offeror understands the tasks to be conducted in the SOW.

L.10.2 Volume II – Contract, Small Business Participation, Cost/Price Proposal

Tab A – Exceptions, Deviations and Assumptions

The filename shall be “**Volume II –Tab A – Exceptions_Deviations_Assumptions-Offeror Name.doc**” (One (1) page limit)

Each proposal shall include an exceptions, deviations and assumptions section in Volume II that identifies and explains in detail any exceptions, deviations, or conditional assumptions taken with the requirements of the RFP. Any exceptions, deviations and assumptions taken must contain sufficient amplification and justification to permit evaluation. All benefits to the Government shall be fully explained for each exception taken. Exceptions and deviations will not, of themselves, automatically cause a proposal to be termed unacceptable. A large number of exceptions and/or deviations, or one or more significant exceptions and/or deviations not providing benefit to the Government, may, however, result in rejection of your proposal as unacceptable or otherwise non-compliant.

Tab B – Contract Documents and Associated Information

The following documents and information shall be included in Tab B:

The filename shall be “**Volume II –Tab B –Contract Documents-*Offeror Name.doc*” or **Volume II –Tab B –Contract Documents-*Offeror Name.pdf*”****

- i. A completed SF-33 and signed SF-30s (Amendments). The Offeror's acceptance period shall not be less than that prescribed in the RFP.
- ii. Completed Representations and Certifications, in accordance with Section K.
- iii. Disclosure of Potential or Actual Organizational Conflict of Interest (OCI)

As applicable, supplementary information, such as: Information regarding security clearances*;

**Note: ADGSS does have a mandatory minimum requirement for a 5C Public Trust security clearance. However, Offerors should note that future Task Orders may include security requirements based upon the nature of the planned efforts. In order to receive such work, Offerors must be capable of receiving a 5C security clearance.*

Tab C – Cost/Price Proposal

The filename shall be “**Volume II –Tab C –Attachment L-1-PriceProposal-*Offeror Name.xls*”** (Unlimited page count)

Pricing

Each price proposal will be evaluated, but will not be assigned a rating. The evaluation of the price proposal will include accuracy, completeness, and reasonableness. The Government will also evaluate the proposed rates, and prices, to determine if they are realistic using proposal analysis techniques consistent with FAR 15.404-1, *Proposal Analysis Techniques*.

The total evaluated price of the Offeror’s proposal will be calculated in the Attachment A Pricing Schedule, and evaluated by the Government and is comprised of the following elements:

The total price of all years in Attachment A Pricing Schedule (calculated by multiplying each labor rate by the applicable evaluation hours and summing the total price for all five years);

Note: Failure to offer rates for all labor categories and all contract periods may result in offer ineligibility. This means that the omission of a rate for just a single category may result in a material non-conformity.

Unrealistically low prices may indicate an inability to understand requirements and a high-risk approach to contract performance. Accordingly, the Government may consider the findings of such an analysis in evaluating an Offeror's ability to perform and the risk of its approach.

L.10.3 Volume III – Past Performance

Tab A – Past Performance (Ten (10) page limit, excluding Past Performance Questionnaires)

The Offeror shall provide information to demonstrate its past performance. Past performance information is comprised of two elements:

The filename shall be "Volume III –Tab A –Past Performance Statement-Offeror Name.doc"

(a) A completed Past Performance Questionnaire submitted by each of the references cited in Tab C. The Offeror shall be responsible for ensuring that each of the customer references receives, completes and returns Attachment C Past Performance Questionnaire, to the Contracting Officer. The Offeror shall complete the project title and contract reference number to match its Tab A proposal information before sending the form to its reference. The completed Questionnaire shall not be submitted with the Offeror's proposal submission. The completed Questionnaire shall be submitted directly via email from the customer reference to the email box for the respective evaluation by the due date established for receipt of offers. Failure to receive a questionnaire from a reference will result in the non-consideration of the Reference. If the Offeror demonstrates that an earnest attempt was made to collect the required information, the Government may, at the Contracting Officer's discretion, consider the Reference. The message shall originate from the references corporate or Government email system and the "subject" line in the submission email shall clearly indicate:

ADGSS Past Performance Questionnaire Submission for Offeror [Name]; or

The Government reserves the right to contact customers identified in the proposal and solicit further information about performance in regard to quality, timeliness, cost, and business relationship. The accuracy of past performance data, including phone numbers of the points of contact are the full responsibility of the Offeror and inaccuracy may result in non-consideration of the reference. Other related past performance information may be sought and used for evaluating completeness and accuracy of the Contractor's proposals. Past performance information may be obtained from a variety of sources including other Government agencies.

(b) The Offeror shall indicate in this Tab if it has no past performance. Offerors with no past performance will receive a neutral rating.

Tab B – Relevant Experience (Ten (10) page limit)

The filename shall be "Volume III –Tab B –Relevant Experience-Offeror Name.doc"

Past Performance will be utilized to determine an Offerors relevant experience that is similar in scope, complexity, and possess the knowledge of software testing standards or other technical standards for software development through creation and completion.

1) Past Performance work experience must demonstrate how well the Contractor managed cost and comply with the contractual terms and conditions of the requirements.

2) The Contractor's resource(s) must clearly demonstrate through its work experience and technical skills their capability to successfully complete the tasks identified that are similar in nature to the SOW and without risk of failure to the Government.

3) FSA requires a total of three (3) past or current contracts executed within the past (3) years that will demonstrate a company's abilities (e.g., same or similar scope, size, duration).

Note: Recent is defined as within the last three (3) years from the date of release of this RFP.

Relevant is defined as work which is the same and/or similar in complexity and scope to the work described in the ADGSS requirement(s).

Project description. Identify the team member that performed the work. Describe the key objectives of the project, including the scope and complexity of the efforts and how the customer benefited operationally or strategically. Describe any other aspects of the project to demonstrate its relevance to being a FSA ADGSS Contractor. Describe the applicable team member's role in the project and the challenges and lessons learned from your experience as the prime contractor. Describe the integration of resources (e.g. personnel, tools, applications, etc.) into the customer's environment.

* Please Note Relevant Experience is Not the Same as Past Performance

L.11 Alternate Proposals

Alternate proposals will not be considered.

(End of Section L)

SECTION M – EVALUATION FACTORS FOR AWARD

M.1 General

The Government is conducting this source selection in accordance with the competitive negotiation source selection procedures contained in FAR Part 15.

M.2 Notice To Offerors

The Government reserves the right to award a contract based on initial offers without discussions. It is understood that your proposal will become part of the official file.

M.3 Basis for Award

1. Technical factors are significantly more important than price. It is pointed out, however, that should technical competence between Offerors be considered approximately the same, then price could become primary. Between competing proposals, the Government is not willing to pay significantly more for a minor technical difference, nor is the Government willing to forego a significant technical difference in exchange for a small cost/price differential.

2. FSA will base its award decision using a best value analysis that results in the most advantageous acquisition for the Government. FSA's acquisition strategy used to obtain best value may result in an award to other than the lowest priced, technically rated Offeror. Best value analysis spans a continuum from the lowest priced, technically acceptable proposal to those proposals in which tradeoffs between price, past performance, and each Offeror's technical solution is evaluated. This tradeoff process depends on the Government's assessment of quality factors, including but not limited to past performance, compliance with solicitation requirements, technical excellence, management capability, personnel qualifications and prior experience, and price.

Proposals must be prepared and submitted in accordance with and in compliance with the instructions in Section L of this RFP.

M. 4 Evaluation Factors for Basic IDIQ, TO 0001, and TO 0002

The Government will evaluate each Contractor, as applicable. The evaluation criteria represent key areas of importance to be considered in the source selection decision. The following "Factors" will be used to support meaningful evaluations among competing proposals:

1. Technical Capability
2. Management Capabilities
3. Past Performance
4. Price

Order of Importance: Non-Price Factors 1 through 3 are listed in descending order of importance. The non-price factors, when combined, are significantly more important than price.

M. 5 Method of Evaluation

The Government will evaluate each Contractor, as applicable. The evaluation criterion represents key areas of importance to be considered in the source selection decision. The following “Factors” will be used to support meaningful evaluations among competing proposals:

Factors 1 & 2 will be rated in accordance with the following adjectival rating definitions: Outstanding (O), Highly Satisfactory (HS), Satisfactory (S), Unsatisfactory (U).

Outstanding (O)	Proposal significantly exceeds requirements in a way that benefits the Government or meets requirements and contains at least one exceptional enhancing feature, which benefits the government. Any weakness is minor.
Highly Satisfactory (HS)	Proposal exceeds requirements in a way that benefits the government or meets requirements and contains enhancing features, which benefit the Government. Any weakness is minor.
Satisfactory (S)	Proposal meets requirements. Any weaknesses are minor and will have little or no impact on contract performance.
Unsatisfactory (U)	Proposal does not comply substantially with requirements.

Factor 1 – TECHNICAL CAPABILITY

a. Sub-factor 1: Understanding of Requirements

Evaluation of the Offeror to demonstrate sufficient evidence of understanding the requirements by articulating technical and achievable approaches to achieve the outcomes outlined in the SOW, as well as demonstration of a clear comprehension of the Application Development Groups’ scope of services. Evaluation of the Offeror’s ability to demonstrate flexibility with updates to requirements and technology upgrades.

b. Sub-factor 2: Support and Procedures

Evaluation of the Offeror’s primary software development policies and procedures, project management policies and procedures, and the methodologies for project/program management, and business analysis, new software development, operations and maintenance support and independent testing strategies and strategies for waterfall, modified Agile and Agile development projects. The Government will evaluate the Offeror’s plan to effectively collaborate with integrated project teams. The Government will evaluate the Offeror’s abilities to minimize issues and maximize opportunities and the usage of lessons learned for process improvement.

c. Sub-factor 3: Quality Control Policies, Processes and Procedures

Evaluation of the Offeror's quality control processes to ensure that services will meet the Government's expectations and that Federal Student Aid standards are adhered to. The Government will evaluate the Offeror's quality process for ensuring the quality of deliverables.

Factor 2 – MANAGEMENT CAPABILITIES

a. Sub-factor 1: Recruitment and Staffing Plan

The Government will evaluate: (1) capability of providing resources based on each functional area in the SOW within a short window (1 month); (2) proposed program organizational structure (including subcontractors and teaming/partnering entities) and proposed roles and responsibilities of organizational entities (3) separation of independent testing resources from other resources.

b. Sub-factor 2: Management Risks

The Government will evaluate: (1) risks (threats and opportunities) associated with the proposed program organizational structure (including subcontractors and teaming/partnering entities) and proposed roles; (2) robustness and relevance of and risks associated with the Subcontracting; and (3) the relevance of management lessons learned from past specialized experience and the extent to which they have been applied to the proposed management approach.

c. Sub-factor 3: Work Breakdown Structure (WBS)

The Government will evaluate: (1) the Offeror's WBS showing O&M support; (2) the Offeror's WBS for, new development support, and (3) the Offeror's independent software testing. The Government will evaluate the Offeror's WBS for all critical tasks required to meet the Government's requirements, dependencies, critical paths, and responsible party for each functional area. The work breakdown structure must be to the third level. The WBS shall provide evidence that the Offeror understands the tasks to be conducted in the SOW.

Factor 3 will be rated in accordance with the following adjectival rating definitions: Highly Satisfactory (HS), Satisfactory (S), Unsatisfactory (U), Neutral (N):

Highly Satisfactory (HS)	The offeror's past performance history includes significant and multiple work experiences of essentially the same size, scope, and complexity as required in this solicitation. The Offeror has a demonstrated past performance record of exceeding contract requirements on all relevant tasks.
Satisfactory (S)	The Offeror's past performance history includes some work experiences

	of essentially the same size, scope, and complexity as required in this solicitation. The Offeror has a demonstrated past performance record of meeting contract requirements with most but not all relevant tasks.
Unsatisfactory (U)	The Offeror's past performance history includes little to no work experiences of essentially the same size, scope, and complexity as required in this solicitation. The Offeror has a demonstrated past performance record of failing to meet contract requirements with most if not all relevant tasks.
Neutral (N)	No relevant past performance.

Factor 3 – PAST PERFORMANCE

Evaluation of the Offeror to include three (3) past or current contracts/task orders executed within the past 3 years with comparable - same or similar scope) past performance evidence for contracts completed with performance in software development including new development work, Operations and Maintenance and using Agile methodologies to accomplish the work.

The critical areas of this requirement:

1. Past Performance (PP) demonstrates relevant experience or performance on how well Contractors manage and comply with contractual requirements in the past.
2. The Contractor must clearly demonstrate through past experience/skills their capability to successfully complete the tasks identified that are similar in nature to the requirements identified in the SOW and without risk of failure to the Government.
3. Three (3) past or current contracts/task orders executed within the past 3 years with comparable requirements (same or similar scope involving all aspects of the software development lifecycle).

Factor 4 – PRICE

The Government will evaluate the price of the Offeror's proposal by multiplying the proposed fully burdened hourly rate for each proposed labor category by the ceiling number of hours proposed for that labor category, and then totaling those sums to derive a total for the contract period. The Government will add the total for each contract period (5 consecutive ordering years) to derive the evaluated price for this acquisition.

The Government will evaluate price proposals to determine fairness and reasonableness. Prices that are determined to be either unreasonably high or unrealistically low in relation to the proposed work may result in the overall proposal being considered unacceptable.

The Offeror's proposed price will also be considered in the context of price risk and affordability. In this context, price risk is the Government's level of confidence if the Offeror's ability to perform as proposed based on:

- a. The price information provided by the Offeror and gathered from other sources
- b. The completeness of the Offeror's price documentation and traceability to the Offeror's proposal
- c. The reasonableness and realism of the Offeror's proposed price
- d. The degree of stated or implied cost risk passed to the Government
- e. The Offeror's financial capability to execute the contract in accordance with general accounting standards and to support the requirement

ORDER OF IMPORTANCE AND BASIS FOR AWARD

- a. Factors 1, 2, 3 are listed in order of importance. All sub-factors within a Factor are of equal importance.

Factor 4 is less important than Factors 1, 2, 3. However, Factor 4 – Price, will become increasingly more important if proposal evaluation ratings for the non-price factors cause the overall evaluations of the Offeror's proposal to be equal. At that point, Factor 4 could become a determining factor.

(End of Section M)